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ABSTRACT

This document of skill standards for the legal office cluster serves as a guide to workforce preparation program providers in defining content for their programs and to employers to establish the skills and standards necessary for job acquisition. These 151 occupational skill standards describe what people should know and be able to do in an occupational setting. Each skill standard contains at least these three areas: performance area; skill standard with conditions of performance, work to be performed, and performance criteria; and performance elements and assessment criteria. These sections may also be included: performance area and assessment and credentialing approach. Introductory materials include assumptions for legal office cluster standards and table of contents. Standards are divided into organization and planning; maintenance of equipment and supplies; legal office activities; general dictation-transcription duties; preparation of legal documents; drafting of legal documents; financial functions; management of records and files; mail handling; basic office operations; information processing activities; word processing; machine transcription; basic data processing; computer file manipulation; document processing; database and spreadsheet operations; and computer applications. Appendixes include a glossary; lists of committee and council members; and workplace skills. (YLB)

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ILLINOIS

OCCUPATIONAL SKILL STANDARDS

LEGAL OFFICE CLUSTER

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
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ILLINOIS OCCUPATIONAL SKILL STANDARDS
LEGAL OFFICE CLUSTER

PROJECT STAFF

Business and Administrative/Information Services Subcouncil Chair

Darlene Furst
President
Furst Staffing Services

State Liaison

Roger Uhe
Principal Consultant
Illinois State Board of Education

Project Consultant and Subcouncil Liaison

Gerry Gaedtka
Northern Illinois University

Product Developer for Legal Office Cluster Standards

Marilyn Satterwhite
Office Systems Instructor
Danville Area Community College

AGENCY PARTNERS

Illinois State Board of Education
Illinois Community College Board
Illinois Board of Higher Education
Illinois Department of Commerce and Community Affairs
Illinois Department of Employment Security

ILLINOIS OCCUPATIONAL SKILL STANDARDS

LEGAL OFFICE CLUSTER

Endorsed for Illinois
by the
Illinois Occupational Skill Standards and
Credentialing Council

MESSAGE TO ILLINOIS CITIZENS

Dear Citizens of Illinois:

Preparing youth and adults for entry into the workforce and the ability of individuals to contribute to society throughout their lives are critical to the economy of Illinois. Public and private interest in establishing national and state systems of industry-driven skill standards and credentials is growing in the United States, especially for occupations that require less than a four-year college degree. This interest stems from the understanding that the United States will increasingly compete internationally and the need to increase the skills and productivity of the front-line workforce. The major purposes of skill standards and credentialing systems are to promote education and training investment and ensure that this education and training enable students and workers to meet industry standards that are benchmarked to our major international competitors.

The Illinois Occupational Skill Standards and Credentialing Council (IOSSCC) has been working with industry subcouncils, the Illinois State Board of Education and other partnering agencies to adopt, adapt and/or develop skill standards for high-demand occupations. This document represents the work of the Business and Administrative/Information Services Subcouncil and the associated standards development committee. Through this collaborative effort, skill standards products are being developed for a myriad of industries, occupational clusters and occupations. Upon completion of these products, there will be a period of feedback and comment from business, industry and labor representatives, as well as educators.

These documents will serve as guides to workforce preparation program providers to define content for their programs and to employers to establish the skills and standards necessary for job acquisition. These standards will also serve as a mechanism for communication among education, business, industry and labor.

We encourage you to review these standards and share your comments. This effort has involved a great many people from business, industry and labor. Comments regarding their usefulness in curriculum and assessment design, as well as your needs for inservice and technical assistance in their implementation, are critical to our efforts to move forward and improve the documents. A feedback instrument is included with this document.

Questions concerning this document may be directed to:

Roger Uhe, Illinois State Board of Education (217/782-2826)
Darcy McGrath, Illinois Community College Board (dmcgrath@iccb.state.il.us)
Linda Lafferty, Illinois State Board of Education (llaffert@spr5.isbe.state.il.us)
Lyle Neumann, Illinois Department of Employment Security (lkneumann@aol.com)
Bud Johnston, Illinois Department of Commerce and Community Affairs (217-785-6210)
Dave Gallagher, Illinois Department of Commerce and Community Affairs (dgags@aol.com)

We look forward to your comments.

Sincerely,

The Members of the IOSSCC

Margaret Blackshere
David J. Emmsen
Gerald Schmidt
Hollis A Earnest
Bernard Gregory
Jim Schultz
Michael Breslan
Jane E. Payne
Larry Vaughn

The Illinois Occupational Skill Standards and Credentialing Council (IOSSCC) endorses occupational skill standards and credentialing systems for occupations that (a) require basic workplace skills and technical training, (b) provide a large number of jobs with either moderate or high earnings, and (c) provide career advancement opportunities to related occupations with moderate or high earnings. The nine-member Council was established by the Occupational Skill Standards Act (PA 87-1210). The council, representing business, industry and labor and working with the Illinois State Board of Education in partnership with the Illinois Community College Board, Illinois Board of Higher Education, Illinois Department of Employment Security and Illinois Department of Commerce and Community Affairs, has created a common vision for workforce development in Illinois.

Vision

It is the vision of the IOSSCC to develop a statewide system of industry-defined and recognized skill standards and credentials for all major skilled occupations providing strong employment and earnings opportunities in Illinois. Information related to occupational employment and earning opportunities is determined by the Illinois Occupational Information Coordinating Committee (IOICC) in cooperation with business and industry.

Subcouncils and Standards Development Committees

The Council developed industry subcouncils (representing all major industries in Illinois) to review, approve and promote occupational skill standards and credentialing systems. In cooperation with organizations such as the Illinois Chamber of Commerce, the Illinois AFL-CIO, the Illinois Manufacturers' Association and others, the Council established the first five subcouncils in 1995—Agricultural and Natural Resources, Manufacturing, Health and Social Services, Hospitality, and Business and Administrative/Information Services.

The remaining subcouncils include Applied Science and Engineering Services; Legal and Protective Services; Transportation, Distribution and Logistics; Educational Services; Financial Services; Marketing and Retail Trade; Communications; Construction; and Energy and Utilities.

The Standards Development Committees, composed of business, labor and education representatives, are experts in the related occupational cluster and work with the product developer to

- develop or validate occupational skill standards,
- identify related academic skills,
- develop or review assessment or credentialing approaches, and
- recommend endorsement of the standards and credentialing system to the industry subcouncil.

Expected Benefits for Employers, Educators, Students and Workers

Occupational skill standards and credentialing systems are being developed and promoted by the IOSSCC to improve Illinois' competitiveness. Such standards and credentialing systems provide a common language for employers, workers, students and education and training providers to communicate skill requirements and quality expectations for all major industry and occupational areas.

For Employers, skill standards will

- Improve employee recruitment and retention by more clearly identifying skill requirements,
- Encourage improved responsiveness and performance of education and training providers,
- Enlarge the pool of skilled workers,
- Focus attention on the importance of training investment.

For Education and Training Providers, skill standards will

- Provide information on all major industries and occupations,
- Contribute to program and curriculum development,
- Strengthen relationships between educators and training providers,
- Improve career planning.

For Students and Workers, skill standards will

- Foster better decision making concerning careers and the training necessary to acquire well-paying jobs,
- Allow more effective communication with employers about what they know and can do,
- Allow more effective work with employers in career development and skill upgrading.

IOSSCC Requirements for Occupational Skill Standards

Any occupational skill standards and credentialing system seeking IOSSCC endorsement must

- represent an occupation or occupational cluster which meets the criteria for IOSSCC endorsement;
- address both content and performance standards for critical work functions and activities for an occupation or occupational area;
- ensure formal validation and endorsement by a representative group of employers and workers within an industry;
- provide for review, modification and revalidation by an industry group a minimum of once every five years;
- award credentials based on assessment approaches that are supported and endorsed by the industry and consistent with nationally recognized guidelines for validity and reliability;
- provide widespread access and information to the general public in Illinois;
- include marketing and promotion by the industry in cooperation with the partner state agencies.

Definitions and Endorsement Criteria

The definitions and endorsement criteria are designed to promote the integration of existing and future industry-recognized standards, as well as the integration of the Illinois academic and occupational skill standards. Because all skill standards must address the critical work functions and activities for an occupation or industry/occupational area, the Council further defined three major components:

- ***Conditions of Performance:*** The information, tools, equipment and other resources provided to a person for a work performance.
- ***Statement of Work:*** A description of the work to be performed by a person.
- ***Performance Criteria:*** The criteria used to determine the required level of performance. These criteria could include product characteristics (e.g., accuracy levels, appearance), process or procedural requirements (e.g., safety, standard professional procedures) and time and resource requirements. The IOSSCC also requires performance criteria to be further specified by detailed individual performance elements and assessment criteria.

The IOSSCC is currently working with the Illinois State Board of Education and other state agencies to integrate the occupational standards with the Illinois learning standards which describe what students should know and be able to do as a result of their education. The Council is also working to integrate workplace skills—problem solving, critical thinking, teamwork, etc.—with both the learning and occupational skill standards.

The Illinois Model

Illinois Occupational Skill Standards describe what people should know and be able to do and how well these skills and knowledge will be demonstrated in an occupational setting. They focus on the most critical work performances for an occupation or occupational area. As seen in the following model, Illinois Occupational Skill Standards contain at least these areas:

- Performance Area
- Performance Skill
- Skill Standard
- Performance Elements and Assessment Criteria

The Assessment and Credentialing Approach section may also be included at the direction of the individual standards development committee.

Illinois Occupational Skill Standards also carry a coding at the top of each page identifying the state, fiscal year in which standards were endorsed, subcouncil abbreviation, cluster abbreviation and standard number. For example, the twenty-fifth skill standard in the Legal Office Cluster, which has been developed by the Business and Administrative/Information Services Subcouncil, would carry the following coding: IL.97.BAI.LGL.25

A model for Illinois Occupational Skill Standards showing the placement of the coding and providing a description of each area within a standard is contained on the following page.

IL. FY. SUBCOUNCIL. CLUSTER. STANDARD NO.

PERFORMANCE AREA

SUMMARY OF WORK TO BE PERFORMED. SUMMARY IS BRIEF AND BEGINS WITH AN ACTION VERB.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Includes all information, tools, equipment and other resources provided to the learner for performing the work.

WORK TO BE PERFORMED

Provides an overview of the performance with the major elements or steps being described under Performance Elements and Assessment Criteria.

PERFORMANCE CRITERIA

Includes product characteristics (e.g., accuracy levels, appearance) and/or process or procedure requirements (e.g., safety requirements). Time limits are specified whenever possible.

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

Statement of the major elements, components or steps of the overall performance and the assessment criteria for determining successful performance. Includes all major tasks, the knowledge to be demonstrated and specific assessment criteria.

ASSESSMENT AND CREDENTIALING APPROACH

Optional statement of suggested assessment approaches for the performance which also refers to existing assessment and credentialing systems.

DEVELOPMENTAL PROCESS

The Business and Administrative/Information Services Subcouncil met in September 1995 and completed an in-depth study of current labor market information. After studying this information, it was decided that the legal office cluster would be an occupational area for which skill standards would be developed.

A product developer knowledgeable with the legal office cluster began the process of performance skill identification in the spring of 1996. Given the range of skills within this cluster, the initial charge for the product developer was to prepare an organizational framework that would address the major skills expected in the workplace. Common and accepted references provided reinforcement for the direction given in the occupational framework. Those references included current texts used by educational institutions, curriculum guides from Illinois and other states, V-TECS guides, contact with secondary and postsecondary instructors and JTPA trainers at the community college level, vocational student organization competency testing and professional journals.

A standards development committee composed of incumbent workers at all levels was convened. The framework and initial outline of performance skills were presented to the standards development committee for review, adjustment and/or validation. During the first meeting, the framework and the outline of skills were finalized. Work then started on the development of the skill standards statements and the elements/assessment criteria in accordance with the direction established by the Illinois Occupational Skill Standards and Credentialing Council (IOSSCC). The standards development committee met three times to review the skill standards statements and make recommendations for revisions. All members of the standards development committee reviewed and agreed to the final skill standards.

The Business and Administrative/Information Services Subcouncil, as well as the standards development committee for the legal office cluster, identified the occupations for which skill standards would be developed in this cluster. They were identified as follows:

Level 1 - Legal Receptionist/Office Assistant
Level 2 - Legal Secretary
Level 3 - Paralegal

Typical responsibilities for these occupations follow:

Level 1: Legal Receptionist/Office Assistant

Composes letters and documents of a legal nature using personal computer, word processor or typewriter.

Organizes and plans by prioritizing work, distributing materials, improving procedures and physical layout of office and developing liaisons with appropriate individuals and organizations. May inventory and maintain office equipment and supplies. May perform legal office activities including adding supplements to law library. May perform records management duties including maintaining filing systems and retrieving information from paper and electronic files, establishing and maintaining a file of addresses and telephone numbers and maintaining clipping files.

May handle all aspects of mail including faxes, e-mail and packages. May perform other office duties including receptionist duties, getting documents notarized and maintaining a daily in/out log of employer/employee activities. May perform information processing activities. (Other possible job titles include Legal Office Support Personnel and Legal Correspondence Clerks.)

Level 2: Legal Secretary

Prepares legal papers and correspondence of a legal nature such as summonses, complaints, motions and subpoenas. Must be familiar with legal terminology, procedures and documents, as well as legal research. May review law journals and other legal publications to identify court decisions pertinent to pending cases.

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Organizes and plans, maintains appointment calendar, plans meetings and conferences, makes travel arrangements, plans entertainment/receptions/dinners, makes transportation/lodging/entertainment arrangements for guests/clients/witnesses/visitors, delegates work to others (if applicable), improves procedures and physical layout of office and develops liaisons with appropriate individuals and organizations. May maintain equipment and supplies as well as maintaining inventory of software, office equipment and furniture; purchasing software; and purchasing or leasing and supervising installation of office equipment.

Performs legal office activities including serving as a Notary Public and locating and retrieving information in legal reference materials. Performs general dictation/transcription duties such as taking dictation and transcribing legal documents. May perform legal word processing duties. Assists in preparation of legal documents including retrieving and modifying motions, petitions, answers, contracts, orders, wills, deeds, interrogatories, subpoenas/summonses, affidavits, releases and briefs. May perform financial duties for the legal office. May perform records management duties.

May handle all aspects of mail including faxes, e-mail and packages. May perform other office duties including receptionist duties, maintaining personnel records, maintaining daily in/out log of employer/employee activities, answering routine correspondence and taking minutes at meetings. May perform information processing activities. (Other possible job titles include: Legal Professional Secretary, Lead Legal Secretary and Legal Secretary/Paralegal.)

Level 3: Paralegal

Assists lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional. May gather research data for use as evidence to formulate defense or to initiate legal action.

Performs organizing and planning functions including prioritizing work, making domestic and international travel arrangements, delegating work to others (if applicable), improving procedures and physical layout of office and developing liaisons with appropriate individuals and organizations. May perform equipment maintenance and supplies functions. Performs legal office activities including serving as a Notary Public, locating and retrieving information in legal reference materials and doing complex legal research. Drafts legal documents such as motions, memorandum in support of motions, complaints/petitions, answers, contracts, orders, wills, deeds, interrogatories, subpoenas/summonses, affidavits and releases. Researches and drafts legal documents such as briefs. May perform records management duties including retrieving information from paper and electronic files and maintaining confidential/restricted files.

May handle mail including sending and receiving faxes, sending out goodwill messages, opening and processing incoming mail and arranging for courier service. May perform other office duties including receptionist duties and routine correspondence. May perform information processing activities. (Other possible job titles include Paralegal/Legal Assistant, Paralegal Specialist in various industries and Paralegal Independent Contractor.)

The performance areas identified for these occupations include:

Organization and Planning
Maintenance of Equipment and Supplies
Legal Office Activities
General Dictation/Transcription Duties
Preparation of Legal Documents
Drafting of Legal Documents
Financial Functions
Management of Records and Files
Mail Handling

Basic Office Operations
Information Processing Activities
Word Processing
Machine Transcription
Basic Data Processing
Computer File Manipulation
Document Processing
Database and Spreadsheet Operations
Computer Applications

Note: It is assumed that most prospective employees will meet the skill standards for the information processing and/or administrative support cluster before attempting to meet the skill standards for the legal office cluster. Therefore, the applicable skill standards for the other two clusters are included in this cluster as they appear in the other two clusters.

The Legal Office Occupations Standards Development Committee met three times from May 1996 through November 1996 and also used the mail and fax after each of these meetings for the development of the skill standards.

Industry Commitment for Development and Updating

The development of these skill standards is a result of the efforts of the Subcouncil and standards development committee. The developmental effort utilized the following steps:

- Performance skills were identified by the product developer.
- Resources were reviewed.
- Standards Development Committee of incumbent workers was convened.
- Performance skills were validated and approved by Standards Development Committee.
- Draft skill standards were developed.
- Skill standards were reviewed by Standards Development Committee.
- Skill standards were reviewed and approved by the Subcouncil.
- Subcouncil adopted the skill standards.

Lists of the Business and Administrative/Information Services Subcouncil and the Legal Office Occupations Standards Development Committee members are found in Appendixes C and D, respectively.

Industry Commitment for Marketing

The Business and Administrative/Information Services Subcouncil is committed to marketing and obtaining support and endorsement from the business community impacted by these skill standards. The Subcouncil will encourage the availability of occupational skill standards to the public including learners, parents, workers, educators at all levels, employers and industry organizations.

ASSUMPTIONS FOR LEGAL OFFICE CLUSTER STANDARDS

Skill standards statements assume:

1. Workplace skills (employability skills) are expected of all learners. Socialization skills needed for work are related to the lifelong career experience and are not solely a part of the initial schooling process.
2. Specific policies and procedures of the worksite will be made known to the learner and will be followed.
3. Time elements outlined for the skill standards result from the experience and consideration of the panel of experts who made up the standards development committee.
4. Skills will progress from simple to complex. Once a skill has been successfully performed, it must be incorporated into more complex skills.
5. The selection of skill standards is not intended to embrace the entire skill base or body of current or future knowledge associated with the office occupations area.
6. Skill standards are developed to describe the skill only and do not detail the background knowledge or beginning skills needed to demonstrate the particular skill. In the legal office cluster, these background knowledges and beginning skills would include legal terminology, legal procedures, legal forms, keyboarding, formatting, document processing, machine transcription, proofreading techniques, business composition, computer applications, computer knowledge, computer terms, phone operations, mail handling, information processing concepts, mathematical applications, business English applications, spreadsheet use, database concepts, desktop publishing concepts, office procedures, basic word and data processing concepts, and many other background knowledges and beginning skills needed to receive credentialing in these performance skill standards. This core of background knowledge and beginning skills forms a foundation for all clusters in the Business and Administrative/Information Services occupational areas.
7. Although the skill standard enumerates steps to successful demonstration, rote approaches to the outcomes are not prescribed.
8. Skills are identifiable, measurable standards of practice which students may use to demonstrate competency to employers. Students may develop portfolios of competencies to accompany them into a competitive workplace.
9. Skill standards are selected because they meet industry and employer needs and professional standards of practice.
10. Skill standards are designed to reflect international standards for good legal office practices.
11. Skill standards do not replace, supersede or substitute for procedure manuals.
12. Skill standards are performed under conditions consistent with safe laboratory practices.

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PERFORMANCE SKILL LEVELS

LEVELS

ORGANIZATION AND PLANNING FUNCTIONS	1	2	3
Organize and Prioritize Own Work	●	●	●
Maintain Appointment Calendar (Hard Copy and on Computer)		●	
Plan/Arrange On-Site Meetings		●	
Determine Distribution of Materials	●	●	●
Maintain Supervisor's Photographs and Biographical Data		●	
Write Supervisor's Biographical Information		●	
Make Domestic Travel Arrangements and Prepare Itinerary		●	●
Make International Travel Arrangements for Supervisor and Prepare Itinerary		●	●
Arrange One-Day, Off-Site Conference		●	
Arrange Three-Day, Off-Site Conference		●	
Determine and Recommend Best Printer for Reproduction of Printed Materials		●	
Plan for Entertainment, Receptions or Dinners		●	
Make Transportation, Lodging and Entertainment Arrangements for Guests/Clients/Witnesses/Visitors		●	
Explain and/or Demonstrate Basic Office Procedures and Equipment	●	●	
Compose Written Office Procedures		●	
Delegate Work to Others		●	●
Improve Office Procedures through Team Concept	●	●	●
Prepare Information for Developing Liaisons with Professional Organizations, Businesses and Community Groups	●	●	●
Plan and Recommend Physical Layout of the Office	●	●	●
Set Up a Team to Study a Problem in Legal Office/Business/Industry		●	●

MAINTENANCE OF EQUIPMENT AND SUPPLIES	1	2	3
Order and Maintain Inventory of Equipment and Supplies	●	●	
Maintain Inventory of Office Supplies	●	●	
Maintain Inventory of Office Equipment and Supplies	●	●	
Maintain Inventory of Forms	●	●	
Perform Routine Maintenance on Office Equipment (Change Toner/Ink Jet Cartridge/Ribbon, Clear Paper Jams, Clean Monitor, etc.)	●	●	●
Maintain Inventory of Software		●	
Determine Maintenance of Office Equipment		●	
Determine Dates/Times for Installation of Office Equipment and Furniture		●	

(Continued)

PERFORMANCE SKILL LEVELS

LEVELS

MAINTENANCE OF EQUIPMENT AND SUPPLIES *(Continued)*

	1	2	3
Prepare Recommendation for Purchase or Lease of Office Equipment		●	
Maintain Inventory Records of Office Equipment and Furniture		●	
Prepare Recommendation for Purchase of Software		●	●

LEGAL OFFICE ACTIVITIES

	1	2	3
Apply for Notary Public Commission		●	●
Act as Notary Public		●	●
Add Supplements to Law Library	●	●	●
Locate and Retrieve Information in Legal Reference Materials		●	●
Do Complex Legal Research			●

GENERAL DICTATION/TRANSCRIPTION DUTIES

	1	2	3
Take Dictation Directly Using Shorthand or Speedwriting and Transcribe Legal Correspondence		●	
Take Dictation Directly Using Shorthand or Speedwriting and Transcribe Reports and Legal Documents		●	
Take Dictation Directly Using Word Processing on the Computer		●	
Transcribe Legal Correspondence Using Machine Transcription		●	
Transcribe Reports and Legal Documents Using Machine Transcription		●	
Key/Type Forms (e.g. Tax Returns, Employer Identification, Retail Sales, Etc.)		●	
Key/Type Letters, Memos and Reports from Legible Longhand/ Rough Draft Notes	●	●	

PREPARATION OF LEGAL DOCUMENTS

	1	2	3
Retrieve and Modify Motions		●	
Retrieve and Modify Complaints/Petitions (First Pleadings)		●	
Retrieve and Modify Answers		●	
Retrieve and Modify Contracts		●	
Retrieve and Modify Orders		●	
Retrieve and Modify Wills		●	
Retrieve and Modify Deeds		●	
Retrieve and Modify Interrogatories		●	
Retrieve and Modify Subpoenas/Summonses		●	
Retrieve and Modify Affidavits		●	
Retrieve and Modify Releases		●	
Key/Type Briefs		●	

PERFORMANCE SKILL LEVELS

	LEVELS		
DRAFTING OF LEGAL DOCUMENTS	1	2	3
Draft Motions and Memorandum in Support of Motions			●
Draft Complaints/Petitions (First Pleadings)			●
Draft Answers			●
Draft Contracts			●
Draft Orders			●
Draft Wills			●
Draft Deeds			●
Draft Interrogatories			●
Draft Subpoenas and Summonses			●
Draft Affidavits			●
Draft Releases			●
Research and Draft Briefs			●

FINANCIAL FUNCTIONS	1	2	3
Collect and Process Fees		●	
Issue Receipt for Cash and Reconcile Cash Count and Receipts		●	
Prepare Statements to Clients		●	
Inspect Invoices for Accuracy		●	●
Complete Vouchers for Payment		●	
Prepare Checks and Maintain Checkbook Balance		●	
Prepare Bank Deposits		●	
Reconcile Bank Statements		●	
Post Checkbook Records		●	
Prepare Employer's Travel Voucher		●	
Keep Record of Office Expenses		●	
Categorize Expenses and Prepare Expense Reports		●	
Make Journal Entries and Prepare Balance Sheet		●	
Reconcile Accounting Journal		●	
Maintain Income and Expense Records		●	
Prepare Office Payroll		●	
Prepare Tax Withholding Reports		●	
Prepare and Post Petty Cash Vouchers		●	
Initiate and Maintain Client/Firm Account Records		●	

PERFORMANCE SKILL LEVELS

LEVELS

MANAGEMENT OF RECORDS AND FILES

	1	2	3
Prepare and Maintain Filing System	●	●	
Retrieve Information from Files and Complete Log-Out Card	●	●	●
Maintain Magnetic Media File		●	
Retrieve Information from Electronic Files	●	●	●
Secure/Maintain Classified/Restricted Access or Confidential/Impounded Files		●	●
Maintain File of Addresses and Telephone Numbers	●	●	
Establish and/or Maintain File of Legal Forms	●	●	
Transfer and Store Files	●	●	
Maintain Tickler/Follow-Up File System		●	
Maintain Clippings File	●	●	

MAIL HANDLING

	1	2	3
Prepare Materials for Mailing	●	●	
Process Mail through Postage Meter	●	●	
Determine Best Method of Mailing Services and Process Outgoing Domestic Mail		●	
Transmit and Receive Messages Electronically	●	●	●
Send Out Goodwill Cards	●	●	●
Process Incoming Mail	●	●	
Process Outgoing Mail		●	●
Prepare Packages for Shipping	●	●	
Arrange for Courier Service	●	●	●

BASIC OFFICE OPERATIONS

	1	2	3
Greet Clients and/or Visitors	●	●	●
Process Basic Incoming and Outgoing Telephone Calls	●	●	●
Process Advanced Incoming and Outgoing Telephone Calls		●	●
Obtain Notarization on Documents	●		
Locate and Retrieve Information from Hard Copy		●	
Search Informational Sources to Fill Requests	●	●	●
Maintain Personnel Files on Office Employees		●	
Maintain Employees' Attendance/Time Sheets and Vacation Records		●	
Maintain a Daily In/Out Log of Employer/Employee Activities	●	●	
Prepare, Compose and Answer Routine Correspondence		●	●
Take Minutes at Formal and Informal Meetings		●	

PERFORMANCE SKILL LEVELS

LEVELS

INFORMATION PROCESSING ACTIVITIES

	1	2	3
Key, Process, Print and Store Text and Data Information Using Integrated Software		●	
Create and Use Macros and Styles to Save Time		●	
Troubleshoot Basic Computer Malfunctions		●	

WORD PROCESSING

	1	2	3
Key, Print and Store Formal and Informal Meeting Minutes from Legible Longhand or Edited Rough Draft	●	●	
Key, Print and Store News Releases from Legible Longhand or Edited Rough Draft	●	●	
Key, Print and Store Agendas from Legible Longhand or Edited Rough Draft	●	●	
Key, Print and Store Glossary Files from Legible Longhand or Edited Rough Draft	●	●	
Key, Print and Store Correspondence (Letters and Memos) from Legible Longhand or Edited Rough Draft	●	●	●
Key, Print and Store Reports and Manuscripts from Legible Longhand or Edited Rough Draft	●	●	●
Open Existing Documents and Revise, Print and Store New Documents from the Existing Documents Using "Save" or "Save As"	●	●	●
Merge (from Existing Files) and Print Correspondence (Form Letters)	●	●	
Key, Print and Store Mailing Labels	●	●	

MACHINE TRANSCRIPTION

	1	2	3
Key, Print and Store Formal and Informal Meeting Minutes from Machine Transcription		●	
Key, Print and Store News Releases from Machine Transcription		●	
Key, Print and Store Agendas from Machine Transcription		●	
Key, Print and Store Correspondence (Letters and Memos) from Machine Transcription		●	
Key, Print and Store Reports and Manuscripts from Machine Transcription		●	

BASIC DATA PROCESSING

	1	2	3
Input, Update and Store Data into Records in an Existing Database	●	●	●
Open Stored Spreadsheet, Input and Update Data into Spreadsheet, Store Revised Spreadsheet and Print Revised Spreadsheet	●	●	●

PERFORMANCE SKILL LEVELS

LEVELS

COMPUTER FILE MANIPULATION

	1	2	3
Create Data Directory and Subdirectories/Folders and Place Files in Subdirectories/Folders. Copy, Rename, Move and Delete Files. Copy a Disk.	●	●	●
Make Backup Disks/Files of a Data Directory or Subdirectory/Folder and Delete Data from Backup Disks/Files	●	●	●

DOCUMENT PROCESSING

Key, Print and Store Merge Documents (Form Letters, Mailing Labels and Envelopes)		●	
Key, Print and Store Outlines (Using Outline Feature) from Legible Longhand or Edited Rough Draft		●	
Scan Documents onto a Formatted Storage Medium and Import into a Word Processing Program	●	●	●
Locate and Retrieve Information from a Variety of Electronic Sources		●	●
Prepare, Place and Send Information on the Internet		●	●
Key, Print and Store Transparency Masters for Presentation from Legible Longhand or Edited Rough Draft Using Presentation Software	●	●	●

DATABASE AND SPREADSHEET OPERATIONS

Plan and Create Database, Input and Update Data into Records, Store Database and Print Quick Reports from Database		●	
Create Spreadsheet, Input Data into Spreadsheet, Update Data in Spreadsheet and Store Spreadsheet		●	

COMPUTER APPLICATIONS

Create and Update Documents Using Desktop Publishing Features of a Word Processing Package or Desktop Publishing Software Package		●	
Assemble Slide Show, Speaker Notes and Handouts of Slides Using Presentation Software		●	
Open/Retrieve Stored Database; Rename, Insert, Move and Delete Fields; Use Queries and Generate Report; Customize Report (Add Title, Graphics, Functions)		●	●
Retrieve Spreadsheets, Copy Data from One Spreadsheet to Another, Link Spreadsheets, Edit Data in a Linked Spreadsheet, Print and Store Spreadsheets		●	
Create Graphs and Charts from Spreadsheets		●	
Import Graphics, Spreadsheets, Text and Data into Word Processing Documents		●	

ORGANIZE AND PRIORITIZE OWN WORK.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- List of tasks to be accomplished
- Deadlines for each task
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes work organization information
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

- List of tasks to be accomplished and deadlines for each task put in priority order with most urgent deadlines first

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the project.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Put tasks to be accomplished in priority order based on deadlines.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Prepare draft copy of tasks to be accomplished.
6. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 6 and 7 until all errors have been found and corrected.
9. Prepare final version of tasks to be accomplished.

10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAINTAIN APPOINTMENT CALENDAR (HARD COPY AND ON COMPUTER).

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Legible list of appointments, cancellations, rescheduling to be completed
Appointment book
Calendar software program
Computer
Printer
Office reference manual that includes instructions for making appointments
Instruction manual for calendar software
Equipment/software manuals
Paper
Pen or pencil

WORK TO BE PERFORMED

Maintain appointment calendar in appointment book and on calendar software.

Schedule appointments.

Cancel and reschedule appointments.

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the following work:

Input the list of 20 appointments and changes into (1) appointment book and (2) electronic calendar. The appointments must not overlap, and the appropriate amount of time must be allotted for each appointment. Print a copy of the electronic calendar. The appointment book and electronic calendar must be error free.

The appointment book and the printed calendar will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer.

2. Review list of appointments.
3. Write appointments in the appointment book.
4. Proofread and compare appointment book with list of appointments.
5. Input appointments into electronic calendar.
6. Print electronic calendar.
7. Proofread and edit hard copy of calendar using proofreader's symbols to indicate changes.
8. Input corrections to calendar (use insert, delete, move, copy and search and replace commands as needed).
9. Repeat steps 7 and 8 until all errors have been found and corrected.
10. Store/Save calendar.
11. Print electronic calendar.
12. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Meeting room schedules
- Calendars of 12 meeting participants
- Calendar
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on planning/arranging meetings
- Agenda items with time limits for each item specified
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

- Agenda (one-page) for meeting including time, date and location in accordance with instructions
- List of steps for planning the meeting

PERFORMANCE CRITERIA

One hour* will be given to complete the projects.

The agenda will be input in an acceptable format and be error free when printed for evaluation.

The steps for planning the meeting will be input in an acceptable format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.

3. Check calendars of meeting participants.
4. Check availability of meeting rooms.
5. Reserve meeting room.
6. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
7. Prepare draft copy of agenda.
8. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
9. Input corrections as needed.
10. Repeat steps 8 and 9 until all errors have been found and corrected.
11. Prepare final, mailable version of agenda.
12. Make a list of items/supplies/equipment needed for the meeting.
13. Make a "to do" list of steps for planning this meeting.
14. Store/Save documents.
15. Print documents.
16. Remove diskette from disk drive. Label and file diskette (if applicable).
17. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Copy machine
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on distribution of materials
- Names and addresses of 12 committee members
- Committee meeting agenda stored on disk
- Equipment/software manuals

WORK TO BE PERFORMED

Retrieve and print the committee meeting agenda in final form.

Make one copy of the agenda for each committee member.

Decide the best way to distribute the agenda to each committee member, and divide the agendas into two stacks (interoffice mail and post office mail).

Make a list of committee members who will receive the agenda through interoffice mail and those who will receive the agenda through post office mail.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The lists and agenda will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
    d. Turn on copy machine and check paper.
2. Review instructions.
3. Retrieve meeting agenda from computer.

4. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
5. Input corrections as needed.
6. Repeat steps 4 and 5 until all errors have been found and corrected.
7. Prepare final, mailable version of agenda.
8. Store/Save documents.
9. Print documents.
10. Remove diskette from disk drive. Label and file diskette (if applicable).
11. Log off of computer (if applicable).
12. Using the list of committee members, make a copy of the agenda for each committee member.
13. Determine how to best distribute the agendas using the addresses given in the committee member list (post office mail or interoffice mail).
14. Divide the agendas into two stacks (interoffice mail and post office mail).
15. Make a list of committee members who will receive the agenda through interoffice mail and those who will receive the agenda through post office mail.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAINTAIN SUPERVISOR'S PHOTOGRAPHS AND BIOGRAPHICAL DATA.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Supervisor's previous biographical data file and photograph
Current photograph of supervisor
Supervisor's updated resume which includes current educational background, career accomplishments and other relevant information
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on maintaining biographical data
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

List of supervisor's current educational background, career accomplishments, honors and/or awards and family or other relevant information (if desired)

Replace the previous information in the supervisor's file with the updated photograph and biographical data.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

The biographical information will be input in an acceptable format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.

3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Prepare draft copies of each area of biographical data.
5. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
6. Input corrections as needed.
7. Repeat steps 5 and 6 until all errors have been found and corrected.
8. Prepare final versions of each area of biographical data.
9. Store/Save document.
10. Print document.
11. Remove diskette from disk drive. Label and file diskette (if applicable).
12. Log off of computer (if applicable).
13. Replace previous information in the supervisor's file with the current photograph and biographical data so it is available as needed.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

WRITE SUPERVISOR'S BIOGRAPHICAL INFORMATION.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Supervisor's current biographical data file and photographs
- Supervisor's resume which includes educational background; career accomplishments, honors and/or awards; and other relevant information
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on writing biographical data
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Summary of supervisor's biographical information including current educational background, career accomplishments, honors and/or awards and family or other relevant information (if desired)

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the project.

The biographical information will be input in an acceptable format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Prepare draft copy of supervisor's biographical data summary.
5. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.

6. Input corrections as needed.
7. Repeat steps 5 and 6 until all errors have been found and corrected.
8. Prepare final version of supervisor's biographical data summary.
9. Store/Save document.
10. Print document.
11. Remove diskette from disk drive. Label and file diskette (if applicable).
12. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAKE DOMESTIC TRAVEL ARRANGEMENTS AND PREPARE ITINERARY.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Travel information (list of dates, times, places, airline schedules, hotels, confirmation numbers, etc.)
Travel preferences
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on making travel arrangements and preparing itineraries
Equipment/software manuals

WORK TO BE PERFORMED

Make travel arrangements and prepare, print and store itineraries for the following:

Two-day domestic meeting (overnight)
Three-day domestic conference (air travel)

PERFORMANCE CRITERIA

One hour* will be given to complete the projects.

The two trips will be planned and entered in itinerary format.

The itineraries will be error free when printed.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review any special instructions and travel preferences from originator.
3. Plan each trip including lodging, air transportation and ground transportation using travel information provided.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.) for itinerary.

5. Keyboard the document for the two-day domestic meeting (overnight) and save frequently if itinerary is lengthy.
6. Run spell check.
7. Proofread itinerary while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Print itinerary.
9. Proofread and edit hard copy of itinerary using proofreader's symbols to indicate changes.
10. Input corrections to itinerary (use insert, delete, move, copy and search and replace commands).
11. Repeat steps 9 and 10 until all errors have been found and corrected.
12. Store/Save document.
13. Print itinerary.
14. Repeat steps 4 - 13 for preparing an itinerary for a three-day domestic conference (air travel).
15. Remove diskette from disk drive. Label and file diskette (if applicable).
16. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAKE INTERNATIONAL TRAVEL ARRANGEMENTS FOR SUPERVISOR AND PREPARE ITINERARY.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Travel information (list of dates, times, places, airline schedules, hotels, confirmation numbers, etc.)
Supervisor's travel preferences (airlines, hotels, etc.)
Company guidelines for international travel arrangements
Background information about the country to be visited
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on making international travel arrangements and preparing itineraries
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents after making travel arrangements:

Itinerary for the international travel including all travel arrangements and confirmation information
List of needed documentation such as passport and visa, amount of currency to be provided and credit arrangements for this trip
Summary of local customs and practices

PERFORMANCE CRITERIA

One hour* will be given to complete the projects.

The trip must be planned, put into itinerary format and be error free when printed.

The list of needed documentation and the summary of local customs and practices will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions and supervisor's travel preferences.
3. Plan the trip and make the appropriate travel arrangements including lodging, air transportation and ground transportation using travel information provided.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Prepare draft copy of itinerary.
6. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 6 and 7 until all errors have been found and corrected.
9. Prepare final version of itinerary.
10. Make a list of needed documentation for the trip, amount of currency to be provided and credit arrangements.
11. Summarize the data on local customs and practices which will be beneficial to supervisor.
12. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
13. Input corrections as needed.
14. Repeat steps 12 and 13 until all errors have been found and corrected.
15. Prepare final revision of documents prepared in steps 10 and 11.
16. Store/Save documents prepared in steps 10 and 11.
17. Print documents prepared in steps 10 and 11.
18. Remove diskette from disk drive. Label and file diskette (if applicable).
19. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Type of meals/refreshments requested
- Approximate number of total conference attendees (25-50) list of needed equipment and supplies for the two presenters
- Required sizes of meeting rooms for each presenter
- List of preferred conference locations including available equipment and room capacity information
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on conference planning
- Agenda items for the one-day conference
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

- Updated agenda including conference location, list of equipment needed for each presenter and room assignments for each presenter as well as meals needed for meeting
- List of steps for planning the off-site conference including publicity and registration for participants

Choose and reserve conference location.

PERFORMANCE CRITERIA

One hour* will be given to complete the projects.

The agenda, conference location, list of equipment needed, room assignments needed and meal functions needed will be input in an acceptable format and will be error free when printed for evaluation.

The list of steps for planning the off-site conference will be in an acceptable format and will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Check availability and equipment compatibility of preferred conference locations.
4. Reserve the most convenient location.
5. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
6. Prepare draft copy of conference agenda.
7. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Input corrections as needed.
9. Repeat steps 7 and 8 until all errors have been found and corrected.
10. Prepare final, mailable version of conference agenda.
11. Make a list of items/supplies/equipment and meals/refreshments needed for meeting.
12. Make a "to do" list of steps for planning this meeting.
13. Run spell check and proofread for correctness of content, format, grammar, punctuation capitalization and word divisions for steps 11 and 12.
14. Input corrections as needed for steps 11 and 12.
15. Prepare final version of list of items/supplies/equipment and meals/refreshments needed for meeting and a "to do" list of steps for planning this meeting.
16. Store/Save documents.
17. Print documents.
18. Remove diskette from disk drive. Label and file diskette (if applicable).
19. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

ARRANGE THREE-DAY, OFF-SITE CONFERENCE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Type of meals/refreshments requested
- Approximate number of total conference attendees (50-100)
- List of needed equipment and supplies for each presenter
- Required sizes of meeting rooms for each of the six presenters
- List of preferred conference locations which includes available equipment, conference room capacity and hotel room accommodations
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on conference planning
- Agenda items for the three-day conference
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

- Updated agenda including conference location, list of equipment needed for each presenter and room assignments for each presenter, as well as meals needed for meeting
- List of steps for planning the off-site conference including publicity, hotel accommodations, leisure-time activities and registration procedure for participants

Choose and reserve conference location.

PERFORMANCE CRITERIA

Two hours* will be given to complete the projects.

The agenda, conference location, list of equipment needed, room assignments needed and meal functions needed will be input into an acceptable format and be error free when printed for evaluation.

The list of steps for planning the off-site conference will be in an acceptable format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Check availability and equipment compatibility of preferred conference locations.
4. Reserve the conference rooms at the most convenient location and place a hold on the required number of hotel rooms for the conference participants.
5. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
6. Prepare draft copy of conference agenda.
7. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Input corrections as needed.
9. Repeat steps 7 and 8 until all errors have been found and corrected.
10. Prepare final, mailable version of conference agenda.
11. Make a list of items/supplies/equipment and meals/refreshments needed for the conference.
12. Make a "to do" list of steps for planning the conference.
13. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions for steps 11 and 12.
14. Input corrections as needed for steps 11 and 12.
15. Repeat steps 13 and 14 until all errors have been found and corrected.
16. Prepare final version of list of items, supplies/equipment and meals/refreshments needed for conference and "to do" list of steps for planning this conference.
17. Store/Save documents.
18. Print documents.
19. Remove diskette from disk drive. Label and file diskette (if applicable).
20. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

DETERMINE AND RECOMMEND BEST PRINTER FOR REPRODUCTION OF PRINTED MATERIALS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Two-page, color brochure
List of local printers which includes price information for color reproduction, cost per page, as well as time required to accurately complete the job
List of people who are to receive a copy of the brochure
Deadline for mailing the brochures
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on reproduction costs
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

Summary of the total cost for reproducing the two-page, color brochure from each of the local printers as well as time required by each printer to accurately complete the job

Based on the summary, prepare a brief recommendation and rationale on the printer best suited for this job.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

The documents will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.

3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Prepare draft copy of summary of printer's prices and time required for this job.
5. Based on the summary, prepare a brief recommendation of the best printer for this job.
6. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 6 and 7 until all errors have been found and corrected.
9. Prepare final versions of summary and recommendation.
10. Store/Save documents.
11. Print documents.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- List of reception planning committee members and areas of responsibility
- Approximate number of total attendees (100-125)
- Budget for facilities, food and entertainment
- List of preferred locations including cost and capacity of available rooms
- List of local caterers including available menu items and prices
- List of preferred entertainment including availability and prices
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes reception planning information
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

- Summary of prices and availability of appropriate facilities, refreshments, and entertainment which includes your recommendation to supervisor
- List of steps for planning the reception including which committee member is responsible for each aspect

PERFORMANCE CRITERIA

One hour* will be given to complete the project.

The document will be printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Check prices and availability of preferred reception locations.

4. Check prices and availability of preferred refreshments.
5. Check prices and availability of preferred entertainment.
6. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
7. Prepare a draft copy summarizing your findings of items 3, 4 and 5 and making a recommendation to supervisor.
8. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
9. Input corrections as needed.
10. Repeat steps 8 and 9 until all errors have been found and corrected.
11. Prepare a final version of the summary.
12. Present recommendation to supervisor for approval.
13. Make a list of items/supplies/equipment and meals/refreshments needed for the reception.
14. Make a "to do" list of steps for planning the reception assigning reception planning committee members specific duties.
15. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
16. Input corrections as needed.
17. Repeat steps 15 and 16 until all errors have been found and corrected.
18. Store/Save documents.
19. Print documents.
20. Remove diskette from disk drive. Label and file diskette (if applicable).
21. Log off of computer (if applicable).

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ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAKE TRANSPORTATION, LODGING AND ENTERTAINMENT ARRANGEMENTS FOR GUESTS/CLIENTS/WITNESSES/VISITORS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Names and travel preferences for three guests (from same location)
Travel information (list of dates, times, places, airline schedules, confirmation numbers, hotels, etc.)
List of guest's preferred types of entertainment
Company guidelines for guest travel arrangements
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes guest travel arrangement information
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Itinerary including all travel arrangements, entertainment and confirmation information

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the project.

The trip must be planned, put into itinerary format and the three itineraries will be error free when printed for evaluation.

******This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions and guest's travel preferences.
3. Plan the trip including lodging, air transportation, ground transportation and entertainment using travel information provided.

4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Prepare draft copy of itinerary.
6. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 6 and 7 until all errors have been found and corrected.
9. Prepare final, mailable version of itineraries.
10. Store/Save documents.
11. Print documents.
12. Mail a copy of the itinerary to each guest one week prior to the trip.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

EXPLAIN AND/OR DEMONSTRATE BASIC OFFICE PROCEDURES AND EQUIPMENT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes routine office procedures
Equipment/software manuals

WORK TO BE PERFORMED

Identify a sequence of safe and acceptable procedures to complete a task, e.g. explain filing system, operation of photocopier, phone system or security system.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when printed for evaluation.

******This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Review the task and prepare draft copy of instructions for other workers to complete the task.
5. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
6. Input corrections as needed.
7. Repeat steps 5 and 6 until all errors have been found and corrected.
8. Prepare final, presentable version of instructions.
9. Store/Save document.

10. Print document.
11. Remove diskette from disk drive. Label and file diskette (if applicable).
12. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or video instructions of an office procedure (sending a fax)
Computer
Appropriate software
Printer
Fax machine
Copy machine
Material to be faxed or copied
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes faxing/copying information
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Office procedure instructions for sending a fax

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Prepare draft copy of instructions for sending a fax including explanation for major actions, specific objectives to be accomplished and standards of performance expected.
5. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
6. Input corrections as needed.
7. Repeat steps 5 and 6 until all errors have been found and corrected.

8. **Prepare final, presentable version of instructions.**
9. **Store/Save documents.**
10. **Print documents.**
11. **Remove diskette from disk drive. Label and file diskette (if applicable).**
12. **Log off of computer (if applicable).**

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
List of 10 work items to be done and required time to complete each item
Names of two available employees to complete work and their levels of competency
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on delegating work
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

List of 10 work items to be done divided into two categories:
  Work which can be effectively delegated
  Work which should not be delegated

On the list of work to be delegated, note which employees would be best suited to complete the various types of work based on their given skill level and time required to complete each item.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Divide the list of work to be accomplished into two categories: can be delegated and cannot be delegated.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).

5. Prepare draft copy of divided list.
6. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 6 and 7 until all errors have been found and corrected.
9. For each task that can be delegated, decide which employee would be best suited to complete the task and input his or her name next to that task.
10. Prepare final version of divided list with names of employees delegated to various work items.
11. Store/Save document.
12. Print document.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Description of current office procedure that could be improved
List of suggestions from three other office employees on how to improve current office procedure
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on current office procedure
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Improved office procedure based on consensus of suggestions from other office employees

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review other office workers' suggestions for improving current office procedure.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Prepare draft copy of improved office procedure.
5. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.

6. Input corrections as needed.
7. Repeat steps 5 and 6 until all errors have been found and corrected.
8. Prepare final version of improved office procedure.
9. Store/Save document.
10. Print document.
11. Remove diskette from disk drive. Label and file diskette (if applicable).
12. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARE INFORMATION FOR DEVELOPING LIAISONS WITH PROFESSIONAL ORGANIZATIONS, BUSINESSES AND COMMUNITY GROUPS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Company description
Descriptions of 10 local professional organizations, businesses and community groups
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on the importance of professional contacts
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

List of described professional organizations, businesses and community groups with which liaisons would be beneficial to your company
List of reasons why these professional organizations, businesses and community groups would be beneficial

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the project.

The documents will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and decide with which professional organizations, businesses and community groups it would be beneficial to have liaisons.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Prepare draft copy of list of professional organizations, businesses and community groups.

5. Prepare draft copy of why liaisons with these professional organizations, businesses and community groups would be beneficial.
6. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 6 and 7 until all errors have been found and corrected.
9. Prepare final version of professional organizations, businesses and community groups list and information concerning the value of these contacts.
10. Store/Save documents.
11. Print documents.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PLAN AND RECOMMEND PHYSICAL LAYOUT OF THE OFFICE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Calculator
Ruler
Drawing of available office space including measurements, outlets, phone jacks, etc.
List and measurements of all office furniture
List of safety codes
Office reference manual that includes office layout information with various examples
Pen/pencil

WORK TO BE PERFORMED

Using the information available, draw a potential office layout design taking into consideration available floor space, equipment, safety codes and equipment accessibility.

PERFORMANCE CRITERIA

One hour* will be given to complete the project.

The project will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions.
2. Prepare draft copy of office layout.
3. Double-check measurements of floor space, equipment, safety standards and equipment accessibility.
4. Prepare final copy of office layout.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SET UP A TEAM TO STUDY A PROBLEM IN LEGAL OFFICE/BUSINESS/INDUSTRY.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Case scenario of a business/industry situation
List of 10 available employees and their areas of expertise
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on problem solving
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

Summary of the business/industry problem
List of four best-qualified employees, based on their expertise, to study this problem

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the project.

The documents will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Review business/industry problem.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Prepare draft copy of summary of the business/industry problem.
6. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 6 and 7 until all errors have been found and corrected.

9. Prepare final version of summary of the business/industry problem.
10. Based on the available employees and their areas of expertise, make a list of employees who will study this problem.
11. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
12. Input corrections as needed.
13. Repeat steps 11 and 12 until all errors have been found and corrected.
14. Prepare final list of four best-qualified employees.
15. Store/Save documents.
16. Print documents.
17. Remove diskette from disk drive. Label and file diskette (if applicable).
18. Log off of computer (if applicable).
19. Present recommendations to supervisor.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAINTENANCE OF EQUIPMENT AND SUPPLIES

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Master inventory list of equipment and supplies
List of actual inventory of equipment and supplies
Requisition/order forms for supplies and equipment
Paper
Pen or pencil
Equipment/software manuals

WORK TO BE PERFORMED

Inventory supplies and equipment.

Requisition/order supplies and equipment.

PERFORMANCE CRITERIA

One hour* will be given to complete the following work:

Determine the number of each item to be requisitioned/ordered to maintain inventory.
Complete five requisition/order forms.

The completed inventory report and the five requisition/order forms will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer.
2. Compare actual inventory with master inventory list and determine quantity of each item to be ordered.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Complete requisition/order forms.
5. Run spell check.

6. Proofread requisition/order forms for correctness of content, format, amounts and totals and input corrections.
7. Print requisition/order forms.
8. Proofread and edit hard copy of requisition/order forms using proofreader's symbols to indicate changes.
9. Input corrections to requisition/order forms (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 8 and 9 until all errors have been found and corrected.
11. Store/Save forms.
12. Print requisition/order forms.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Calculator
Computer
Appropriate software
Printer
List of 20 required office supplies including quantities
List of on-hand office supplies including quantities and locations
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on maintaining an inventory
Sample supply inventory log sheets
Equipment/software manuals
Pencil

WORK TO BE PERFORMED

Prepare, print and store the following documents:

Design and create a supply inventory log sheet based on the sample inventory form which lists all required office supplies. (Include column for location, required quantity and quantity on hand.)
Make a list of supplies (and their quantities) that need to be ordered to meet the required quantity.
Input the location and required quantity columns for each item and then fill in the quantity-on-hand columns for each item in pencil.

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the projects.

The supply inventory log sheet and the listing of supplies to be ordered will be error free when printed for evaluation.

The supply inventory log sheet will include the location and required quantity columns for each item, show the quantity on hand for each item and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Prepare draft copy of supply inventory log sheet.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 6 and 7 until all errors have been found and corrected.
9. Prepare final version of supply inventory log sheet.
10. Fill in the location, required quantity and quantity-on-hand columns for each item on the supply inventory log sheet.
11. Repeat steps 6 and 7 until all errors have been found and corrected.
12. Make a list of supplies (and their quantities) that need to be ordered to meet the required quantity.
13. Repeat steps 6 and 7 until all errors have been found and corrected.
14. Prepare final version of the listing of supplies.
15. Store/Save documents.
16. Print documents.
17. Remove diskette from disk drive. Label and file diskette (if applicable).
18. Log off of computer (if applicable).
19. Fill in the quantity-on-hand column for each item in pencil.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Purchase orders of office equipment and supplies ordered from three different companies
List of office equipment and supplies received including their condition
Office equipment and supply inventory log sheets
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on receiving and storing office equipment and supplies
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

List of equipment and supplies ordered but not received; include name of vendor
List of equipment and supplies received in unsatisfactory condition; include what was wrong with the items and name of vendor

Update equipment and supply inventory log sheet to include items and quantities received.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

The documents will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).

4. Make a list (including vendor's name) of equipment and supplies ordered but not received.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of the listing of equipment and supplies ordered but not received.
10. Make a list of equipment and supplies received in unsatisfactory condition; include what was wrong with the items and vendor's name.
11. Repeat steps 5 - 7 until all errors have been found and corrected.
12. Prepare final version of the listing of equipment and supplies received.
13. Store/Save documents.
14. Print documents.
15. Update equipment and supply inventory log sheet to include items and quantities received in appropriate condition.
16. Repeat steps 5 - 7 until all errors have been found and corrected.
17. Prepare final version of equipment and supply inventory log sheet.
18. Store/Save document.
19. Print document.
20. Remove diskette from disk drive. Label and file diskette (if applicable).
21. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAINTAIN INVENTORY OF FORMS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Calculator
Typewriter or computer
Appropriate software
Printer
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on maintaining an inventory
Completed inventory log sheet showing names of 20 required forms, required quantities of forms and current inventory of forms
Blank requisition form
Equipment/software manuals

WORK TO BE PERFORMED

Complete the inventory log sheet indicating quantity of each form to be ordered.

Complete requisition form indicating name of form and quantity to be ordered.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

The completed inventory log sheet and requisition form will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Complete the inventory log sheet indicating quantity of each form to be ordered.
5. Run spell check.

6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of inventory log sheet showing quantity of forms needed on inventory log sheet.
10. Complete requisition form indicating name of form and number of copies to be ordered.
11. Repeat steps 5 - 7 until all errors have been found and corrected.
12. Prepare final version of requisition form.
13. Store/Save documents.
14. Print documents.
15. Remove diskette from disk drive. Label and file diskette (if applicable).
16. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PERFORM ROUTINE MAINTENANCE ON OFFICE EQUIPMENT (CHANGE TONER/INK JET CARTRIDGE/RIBBON, CLEAR PAPER JAMS, CLEAN MONITOR, ETC.).

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Printer
Equipment manual
Paper
Toner/ink jet cartridge/ribbon
Appropriate tools and cleaning supplies
Pen/pencil
Equipment manual

WORK TO BE PERFORMED

Perform routine maintenance on office equipment:

Check cables and connections.
Change toner/ink jet cartridge/ribbon.
Clear paper jams.
Load/change paper in printer.
Clean monitor.

PERFORMANCE CRITERIA

Thirty minutes to one hour* will be given to complete the following work:

Check cables and connections.
Change toner/ink jet cartridge or ribbon.
Load/change paper in printer.
Clean monitor.
Clear paper jams.

Develop a chronological list of the procedures followed to do each of the listed maintenance activities.

The list of procedures will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn off microcomputer or
    b. Log off computer if using terminal/computer mainframe or minicomputer.
    c. Turn off printer.
2. Review procedures identified in equipment manual to perform functions.
3. Obtain supplies and tools needed to perform routine maintenance.
4. Follow steps in equipment manual.
5. Test equipment to ensure maintenance was done correctly.
6. Repeat steps 2 - 5 if problem has not been corrected.
7. Return tools and extra supplies to storage area.
8. Dispose of or recycle used supplies, if applicable.
9. Clean hands if soiled while performing maintenance.
10. Write list of procedures followed to perform routine maintenance.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAINTAIN INVENTORY OF SOFTWARE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
List of 10 purchased software packages including dates acquired, license number and storage location
List of all software on hand
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on maintaining inventory
Sample inventory form
Equipment/software manuals
Pen/pencil

WORK TO BE PERFORMED

Prepare, print and store the following document:

Inventory log sheet based on the sample inventory form which lists all current software (including version number) and has columns for license number, date of purchase, storage location and the dates items are inventoried

Fill in the current month and year in the appropriate column and initial each available software item on the inventory.

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the projects.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.

3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Prepare draft copy of software inventory log sheet.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of software inventory log sheet.
10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).
14. Fill in the current month and year in the appropriate column and initial each inventoried item on the software inventory list.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
List of five pieces of office equipment and how often they need to be serviced
List of dates when equipment was last serviced
Calendar
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on scheduling maintenance of office equipment
Sample equipment service log sheet
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Equipment service log sheet based on sample log sheet which lists office equipment and approximate dates of required service for the next three years

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Determine dates of required maintenance for each piece of equipment for the next three years.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).

5. Prepare draft copy of equipment service log sheet including all necessary information.
6. Run spell check.
7. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Input corrections as needed.
9. Repeat steps 6 - 8 until all errors have been found and corrected.
10. Prepare final version of equipment service log sheet.
11. Store/Save document.
12. Print document.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

DETERMINE DATES/TIMES FOR INSTALLATION OF OFFICE EQUIPMENT AND FURNITURE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Floor plan of office which shows equipment and furniture
- List of office furniture and equipment to be installed
- Calendar which includes dates and times of office activities
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on scheduling installation of office equipment
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

- List of convenient dates and times for equipment and furniture to be installed
- List of each piece of equipment and furniture to be installed and installation location

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The documents will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Using the calendar, determine the least disruptive dates and times for the new furniture and equipment to be installed.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).

5. Make a list of the suggested dates and times for installation.
6. Run spell check.
7. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Input corrections as needed.
9. Repeat steps 6 - 8 until all errors have been found and corrected.
10. Prepare final version of the list of suggested dates and times for installation.
11. Using the floor plan, decide where each piece of furniture and equipment should be placed.
12. Make a list of each piece of equipment and furniture to be installed and installation location.
13. Run spell check.
14. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
15. Input corrections as needed.
16. Repeat steps 13 - 15 until all errors have been found and corrected.
17. Prepare final version of the list of each piece of equipment and furniture to be installed and installation location.
18. Store/Save documents.
19. Print documents.
20. Remove diskette from disk drive. Label and file diskette (if applicable).
21. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARE RECOMMENDATION FOR PURCHASE OR LEASE OF OFFICE EQUIPMENT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Established purchasing and leasing procedures
Budget information
Number of copies required per year by company
Information about lease agreement and prices for a new photocopier from three different vendors
Information about purchasing prices and warranties for a new photocopier from three different vendors
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on purchasing/leasing office equipment
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Recommendation to supervisor for purchasing or leasing a new copier based on the material provided which compares costs, benefits and disadvantages to purchasing/leasing the new copier

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the project.

The document will be error free when printed for evaluation.

******This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Compare costs of purchasing and leasing equipment and identify vendor with the lowest prices.

4. Compare advantages and disadvantages of purchasing or leasing.
5. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
6. Prepare draft copy of recommendation which includes cost comparisons and other advantages and disadvantages to purchasing/leasing.
7. Run spell check.
8. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
9. Input corrections as needed.
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Prepare final version of recommendation.
12. Store/Save document.
13. Print document.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAINTAIN INVENTORY RECORDS OF OFFICE EQUIPMENT AND FURNITURE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
List of 25 pieces of office furniture and equipment including dates acquired
List of five pieces of missing equipment and office furniture from the above list
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on maintaining inventory records
Sample inventory form
Equipment/software manuals
Pen/pencil

WORK TO BE PERFORMED

Prepare, print and store the following document:

Inventory log sheet based on the sample inventory form which lists all current equipment and office furniture with dates acquired and has columns to insert and initial the date inventory was completed

Fill in the current month and year in the appropriate column, and initial each inventoried item.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.

3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Prepare draft copy of inventory log sheet.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of inventory log sheet.
10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).
14. Fill in the current month and year in the appropriate column and initial each inventoried item.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARE RECOMMENDATION FOR PURCHASE OF SOFTWARE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Established purchasing procedures
Budget information
Information about available software from three different companies
List of three software packages requested by employees and how each package would be used
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on purchasing software
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Summary of each software item requested by employees which compares costs and rationale for recommendation to purchase or not purchase each piece of software

PERFORMANCE CRITERIA

One hour* will be given to complete the project.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review list of requested software.
3. Compare costs of each piece of software, and decide which vendor has the lowest price for each software package.
4. Based on employees' explanations of how software will be used, decide which software will be most useful and will fit into the given budget.

5. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
6. Prepare draft copy of software purchase recommendation which includes all company prices, recommended company and rationale for recommendation.
7. Run spell check.
8. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
9. Input corrections as needed.
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Prepare final version of software purchase recommendation.
12. Store/Save document.
13. Print document.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

APPLY FOR NOTARY PUBLIC COMMISSION.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Typewriter (more efficient when completing forms)
- Notary public application form
- County clerk's address
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on applying for Notary Public Commission
- Equipment manuals

WORK TO BE PERFORMED

Make a list of the steps to follow when applying for Notary Public Commission.

Complete the notary public application form.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the projects.

The list of steps to follow and the completed application will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on typewriter.
2. Review instructions.
3. Make a list of all of the steps to follow when applying for Notary Public Commission.
4. Prepare written draft copy of application.
5. Prepare typed, mailable version of application.
6. Proofread and make corrections.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

ACT AS NOTARY PUBLIC.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Notarial stamp
Document which is "under seal" and includes acknowledgment
Office reference manual that includes information on acting as Notary Public

WORK TO BE PERFORMED

Make a list of the steps to follow when acting as Notary Public.

Sign and apply notarial stamp on document.

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the projects.

The list of steps to follow and the notarized document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions.
2. Make a list of all of the steps to follow when acting as notary public.
3. Sign and apply notarial stamp on document.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

ADD SUPPLEMENTS TO LAW LIBRARY.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Set of law books
One pocket part and one-page update to be added to volumes of law books
Office reference manual that includes information on adding supplements to volumes of law books

WORK TO BE PERFORMED

Add supplements to volumes of law books.

Return volumes to the shelf in their original order.

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the project.

The updated volumes will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions.
2. Examine supplements to determine which pages should be replaced.
3. Remove the pages from the volumes that will be replaced and discard them.
4. Replace old pages with the updated pages; maintain numerical order.
5. Return volumes to the shelf in their original order.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

LOCATE AND RETRIEVE INFORMATION IN LEGAL REFERENCE MATERIALS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Request for one piece of information
Black's Law Dictionary
Uniform System of Citation (blue book)
Office reference manual that includes information on locating information in legal reference materials
Reference books such as a reference guide, dictionary, word division manual, punctuation guide and capitalization guide
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, store and print the following document:

Information gathered with reference notations identified

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when printed for evaluation.

***This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Determine reference and/or citation source.
4. Locate information in reference source.
5. Extract the information requested.
6. Cite where information was found for further reference.
7. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
8. Prepare draft copy of information and reference notations.
9. Run spell check.

10. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
11. Input corrections as needed.
12. Repeat steps 9 - 11 until all errors have been found and corrected.
13. Prepare final version of information and reference notations.
14. Store/Save document.
15. Print document.
16. Remove diskette from disk drive. Label and file diskette (if applicable).
17. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

DO COMPLEX LEGAL RESEARCH.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Complex topic to research
- Three sources from which to gather information
- Office reference manual that includes information on researching information in legal reference materials
- Reference books such as a reference guide, dictionary, word division manual, punctuation guide and capitalization guide
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

One-page summary of the topic to be researched with reference notations identified

PERFORMANCE CRITERIA

One hour* will be given to complete the project.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Determine appropriate reference source.
4. Locate information on the topic in the reference sources.
5. Extract relevant information from the sources.
6. Record where information was received for further reference.
7. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).

8. Prepare draft copy of one-page summary and reference notations.
9. Run spell check.
10. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
11. Input corrections as needed.
12. Repeat steps 9 - 11 until all errors have been found and corrected.
13. Prepare final version of summary and reference notations.
14. Store/Save document.
15. Print document.
16. Remove diskette from disk drive. Label and file diskette (if applicable).
17. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

TAKE DICTATION DIRECTLY USING SHORTHAND OR SPEEDWRITING AND TRANSCRIBE LEGAL CORRESPONDENCE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Printer
Appropriate software
Steno pad and pen
Speaker giving 5 minutes of legal correspondence dictation at a minimum of 80 wpm (words per minute)
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on taking dictation
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, store and print the following document:

Transcribed dictation at 95% accuracy

Take dictation using shorthand or speedwriting.

PERFORMANCE CRITERIA

Thirty minutes* will be given to complete the project.

The transcribed dictation will be 95% accurate when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Establish required format with speaker.
4. Take dictation from speaker.
5. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
6. Type draft copy of transcribed legal correspondence.
7. Run spell check.

8. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
9. Input corrections as needed.
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Prepare final, mailable version of document.
12. Store/Save document.
13. Print document.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

TAKE DICTATION DIRECTLY USING SHORTHAND OR SPEEDWRITING AND TRANSCRIBE REPORTS AND LEGAL DOCUMENTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Printer
Appropriate software
Steno pad and pen
Speaker giving 10 minutes of legal report dictation at a minimum of 80 wpm (words per minute)
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on taking dictation
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, store and print the following document:

Transcribed dictation at 95% accuracy

Take dictation using shorthand or speedwriting.

PERFORMANCE CRITERIA

One hour* will be given to complete the project.

The transcribed dictation will be 95% accurate when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Establish required format with speaker.
4. Take dictation from speaker.
5. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
6. Type draft copy of transcribed legal report.
7. Run spell check.

8. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
9. Input corrections as needed.
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Prepare final, mailable version of document.
12. Store/Save document.
13. Print document.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

TAKE DICTATION DIRECTLY USING WORD PROCESSING ON THE COMPUTER.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Speaker giving 5 minutes of dictation at approximately 40 wpm
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on taking dictation
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Five minutes of dictation taken directly at the computer

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Establish typing format for dictation with speaker.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Type draft copy verbatim as speaker is dictating.
6. Clarify unclear instructions with speaker.
7. Run spell check.
8. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
9. Input corrections as needed.

10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Prepare final version of document.
12. Store/Save document.
13. Print document.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

TRANSCRIBE LEGAL CORRESPONDENCE USING MACHINE TRANSCRIPTION.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Tape player
- Cassette tape with five minutes of legal dictation
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on taking dictation
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

- Transcribed dictation in the established format

PERFORMANCE CRITERIA

Thirty minutes* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Take dictation from cassette tape using requested format.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Type draft copy of dictation using requested format.
6. Run spell check.
7. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Input corrections as needed.
9. Repeat steps 6 - 8 until all errors have been found and corrected.

10. Prepare final, mailable version of document.
11. Store/Save document.
12. Print document.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

TRANSCRIBE REPORTS AND LEGAL DOCUMENTS USING MACHINE TRANSCRIPTION.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Tape player
Cassette tape of a one-half-page memo and a one-page report
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on taking dictation
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

Transcribed memo and report

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the projects.

The documents will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Take dictation from cassette tape using requested format.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Type draft copy of memo and report using requested format.
6. Run spell check.
7. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Input corrections as needed.
9. Repeat steps 6 - 8 until all errors have been found and corrected.

10. Prepare final, mailable version of documents.
11. Store/Save documents.
12. Print documents.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY/TYPE FORMS (e.g. TAX RETURNS, EMPLOYER IDENTIFICATION, RETAIL SALES, ETC.).

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Typewriter (more efficient when completing forms)
Printed forms
Required information for form
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on typing forms
Equipment manual

WORK TO BE PERFORMED

Type required information in the appropriate place on the form.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The completed document will be error free when submitted for evaluation.

***This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on typewriter.
2. Review instructions.
3. Align form in typewriter.
4. Type specific information on corresponding line.
5. Proofread finished product and correct all errors.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY/TYPE LETTERS, MEMOS AND REPORTS FROM LEGIBLE LONGHAND/ROUGH DRAFT NOTES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Longhand notes of a letter, memo and report
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on typing letters, memos and reports in legal format
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

Letter, memo and report typed in standard legal format

PERFORMANCE CRITERIA

One and one-half hours* will be given to complete the projects.

The documents will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Prepare draft copy of letter, memo and report in proper legal format.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final, mailable version of letter, memo and report.

10. Store/Save documents.
11. Print documents.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Information to be included in the motion
Sample motion to use for reference
Blank motion template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing motions
Equipment/software manuals

WORK TO BE PERFORMED

Retrieve, modify, store and print the following document:

Motion

PERFORMANCE CRITERIA

Thirty minutes* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions and sample motion.
3. Retrieve motion template from disk.
4. Prepare draft copy of motion including all necessary information.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5-7 until all errors have been found and corrected.
9. Prepare final, mailable version of motion.

10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

RETRIEVE AND MODIFY COMPLAINTS/ PETITIONS (FIRST PLEADINGS).

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Information to be included in the complaint and petition
Sample complaint and petition
Blank complaint and petition template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing complaints and petitions
Equipment/software manuals

WORK TO BE PERFORMED

Retrieve, modify, store and print the following documents:

Petition and complaint

PERFORMANCE CRITERIA

One hour* will be given to complete the projects.

The documents will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and sample complaint and petition.
3. Retrieve complaint and petition templates from disk.
4. Prepare draft copy of petition and complaint in the proper legal format including all necessary information.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.

8. Repeat steps 6 - 7 until all errors have been found and corrected.
9. Prepare final, mailable version of petition and complaint.
10. Store/Save documents.
11. Print documents.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Information to be included in the answer
- Sample answer to use for reference
- Blank answer template on disk
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on preparing answers
- Equipment/software manuals

WORK TO BE PERFORMED

Retrieve, modify, store and print the following document:

- Answer

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and sample answer.
3. Retrieve answer template from disk.
4. Prepare draft copy of answer in the proper legal format including all necessary information.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.

9. Prepare final, mailable version of answer.
10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Sample contract
Information to be included in the contract
Sample contract to use for reference
Blank contract template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing contracts
Equipment/software manuals

WORK TO BE PERFORMED

Retrieve, modify, store and print the following document:

. Contract

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and sample contract.
3. Retrieve contract template from disk.
4. Prepare draft copy of contract in the proper legal format including all necessary information.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.

9. Prepare final, mailable version of contract.
10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Information to be included in the order
Sample order to use for reference
Blank order template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing orders
Equipment/software manuals

WORK TO BE PERFORMED

Retrieve, modify, store and print the following document:

Order

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and sample order.
3. Retrieve order template from disk.
4. Prepare draft copy of order in the proper legal format including all necessary information.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final, mailable version of order.

10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Sample will in proper format
Blank will template on disk
Information to be included in the will
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing wills
Equipment/software manuals

WORK TO BE PERFORMED

Retrieve, modify, store and print the following document:

Will in standard format

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions and sample will.
3. Retrieve will template from disk.
4. Prepare draft copy of will in the proper legal format including all necessary information.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final, mailable version of will.

10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Sample deed in proper format
Blank deed template on disk
Information to be included in the deed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing deeds
Equipment/software manuals

WORK TO BE PERFORMED

Retrieve, modify, store and print the following document:

Deed in standard format

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and sample deed.
3. Retrieve deed template from disk.
4. Prepare draft copy of deed in the proper legal format including all necessary information.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final, mailable version of deed.

10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

RETRIEVE AND MODIFY INTERROGATORIES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Information to be included in the interrogatory
Sample interrogatory to use for reference
Blank interrogatory template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing interrogatories
Equipment/software manuals

WORK TO BE PERFORMED

Retrieve, modify, store and print the following document:

Interrogatory

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions and sample interrogatory.
3. Retrieve interrogatory template from disk.
4. Prepare draft copy of interrogatory in the proper legal format including all necessary information.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final, mailable version of interrogatory.

10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

RETRIEVE AND MODIFY SUBPOENAS/SUMMONSES.

IL.97.BAI.LGL.52

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Typewriter (more efficient when typing forms)
Pre-printed subpoena form
Information to be included in the subpoena/summons
Sample completed subpoena form to use as reference
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing subpoenas/summonses
Equipment manual

WORK TO BE PERFORMED

Prepare the following document:

Subpoena/summons

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The completed form will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on typewriter.
2. Review instructions and sample subpoena/summons form.
3. Prepare written draft copy of subpoena/summons in the proper legal format including all necessary information.
4. Prepare typed, mailable version of the subpoena/summons form.
5. Proofread and make corrections.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Information to be included in the affidavit
Sample affidavit to use for reference
Blank affidavit template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing affidavits
Equipment/software manuals

WORK TO BE PERFORMED

Retrieve, modify, store and print the following document:

Affidavit

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Retrieve affidavit template from disk.
4. Prepare draft copy of the affidavit in the proper legal format including all necessary information.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final, mailable version of the affidavit.

10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

RETRIEVE AND MODIFY RELEASES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Information to be included in the release
Sample release to use for reference
Blank release template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing releases
Equipment/software manuals

WORK TO BE PERFORMED

Retrieve, modify, store and print the following document:

Release

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and sample release.
3. Retrieve release template from disk.
4. Prepare draft copy of the release in the proper legal format including all necessary information.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of the release.

10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARATION OF LEGAL DOCUMENTS

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Draft copy of a brief containing a five-page body
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing briefs
Equipment/software manuals

WORK TO BE PERFORMED

Key/type, store and print the following document:

Brief

PERFORMANCE CRITERIA

Two hours* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Prepare draft copy of the brief in the proper legal format including all necessary information.
4. Run spell check.
5. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
6. Input corrections as needed.
7. Repeat steps 4 - 6 until all errors have been found and corrected.
8. Prepare final version of the brief.
9. Store/Save document.
10. Print document.

11. Remove diskette from disk drive. Label and file diskette (if applicable).
12. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Research memo on topic
Court rules
Sample motion and memorandum for format
Blank motion template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing motions and memoranda in support thereof
Equipment/software manuals

WORK TO BE PERFORMED

Draft, store and print the following documents:

Motion and memorandum in support of motion

PERFORMANCE CRITERIA

Two hours* will be given to complete the projects.

The documents will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and research memo.
3. Retrieve motion template from disk.
4. Prepare draft copy of motion and memorandum.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.

8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final, mailable version of motion and memorandum.
10. Store/Save documents.
11. Print documents.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Research memo on topic
Court rules
Sample complaint/petition for format
Blank complaint/petition template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing complaints/petitions
Equipment/software manuals

WORK TO BE PERFORMED

Draft, store and print the following document:

Complaint/petition

PERFORMANCE CRITERIA

One hour* will be given to complete the projects.

The document will be error free when submitted for evaluation.

**The document will be error free when submitted for evaluation.*

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and research memo.
3. Retrieve complaint/petition template from disk.
4. Prepare draft copy of complaint/petition.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of complaint/petition.

10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Research memo on topic
Court rules
Blank answer form on disk
Sample answer for format
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing answers
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, store and print the following document:

Answer

PERFORMANCE CRITERIA

One hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and research memo on topic.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Prepare draft copy of answer.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of answer.

10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Research memo on topic
Court rules
Sample contract for format
Blank contract template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing contracts
Equipment/software manuals

WORK TO BE PERFORMED

Draft, store and print the following document:

Contract

PERFORMANCE CRITERIA

One hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and research memo.
3. Retrieve contract template from disk.
4. Prepare draft copy of contract.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of contract.
10. Store/Save documents.

11. Print documents.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Research memo on topic
- Court rules
- Sample contract for format
- Blank contract template on disk
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on preparing orders
- Equipment/software manuals

WORK TO BE PERFORMED

Draft, store and print the following document:

Order

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions and research memo.
3. Retrieve order template from disk.
4. Prepare draft copy of order.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of order.
10. Store/Save documents.

11. Print documents.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Research memo on topic
Court rules
Sample will for format
Blank will template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing wills
Equipment/software manuals

WORK TO BE PERFORMED

Draft, store and print the following document:

Will

PERFORMANCE CRITERIA

One and one-half hours* will be given to complete the project.

The document will be error free when submitted for evaluation.

***This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and research memo.
3. Retrieve will template from disk.
4. Prepare draft copy of will.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of will.
10. Store/Save document.

11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Court rules
Research memo on topic
Sample deed for format
Blank deed template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing deeds
Equipment/software manuals

WORK TO BE PERFORMED

Draft, store and print the following document:

Deed

PERFORMANCE CRITERIA

One-half hour will be given to complete the project.

The document will be error free when submitted for evaluation.

******This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and research memo.
3. Retrieve deed template from disk.
4. Prepare draft copy of deed.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of deed.
10. Store/Save document.

11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Court rules
Research memo on topic
Sample deed for format
Blank deed template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing deeds
Equipment/software manuals

WORK TO BE PERFORMED

Draft, store and print the following document:

Interrogatory

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and research memo.
3. Retrieve interrogatory template from disk.
4. Prepare draft copy of interrogatory.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of deed.
10. Store/Save document.

11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Court rules
Information to complete subpoenas and summonses
Sample subpoena/summons for format
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing subpoenas/summonses
Equipment/software manuals

WORK TO BE PERFORMED

Draft, store and print the following documents:

Subpoena
Summons

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

The documents will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3 Review information to complete subpoena and summons.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Prepare draft copy of subpoena and summons.
6. Run spell check.
7. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Input corrections as needed.

9. Repeat steps 6 - 8 until all errors have been found and corrected.
10. Prepare final version of subpoena and summons.
11. Store/Save documents.
12. Print documents.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Research memo on topic
Court rules
Sample affidavit for format
Blank affidavit template on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing affidavits
Equipment/software manuals

WORK TO BE PERFORMED

Draft, store and print the following document:

Affidavit

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

***This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and research memo.
3. Retrieve affidavit template from disk.
4. Prepare draft copy of affidavit.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final, mailable version of affidavit.
10. Store/Save document.

11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Court rules
- Research memo on topic
- Sample release for format
- Blank release template on disk
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on preparing releases
- Equipment/software manuals

WORK TO BE PERFORMED

Draft, store and print the following document:

Release

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and research memo.
3. Retrieve release template from disk.
4. Prepare draft copy of release.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final, mailable version of release.
10. Store/Save document.

11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Appropriate materials (books from law library) to be used to conduct research
Topic to be researched
Court rules
Sample brief for format
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing briefs
Equipment/software manuals

WORK TO BE PERFORMED

Research, prepare, store and print the following document:

Brief

PERFORMANCE CRITERIA

Five hours* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Conduct research using given materials.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Prepare draft copy of brief.
6. Run spell check.
7. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Input corrections as needed.

9. Repeat steps 6 - 8 until all errors have been found and corrected.
10. Prepare final version of brief.
11. Store/Save document.
12. Print document.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

COLLECT AND PROCESS FEES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Calculator
Appropriate software
Printer
Account activity for five clients
Summary of service fees
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on collecting and processing fees
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Summary of fees to be received from the five clients

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Calculate fees that are due from each client.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Prepare draft copy of summary that outlines fees owed by each client.
6. Run spell check.
7. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Input corrections as needed.
9. Repeat steps 6 - 8 until all errors have been found and corrected.

10. Prepare final version of summary of fees.
11. Store/Save document.
12. Print document.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

ISSUE RECEIPT FOR CASH AND RECONCILE CASH COUNT AND RECEIPTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Calculator
Appropriate software
Printer
List of cash and checks previously received (total of 10 items)
Receipt book
List of three payments which need to have receipts issued
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on issuing receipts and reconciling cash counts and receipts
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

Reconciliation form which adds up total amount of cash and checks received and compares to the total amount of receipts issued
List of any discrepancies from total of cash and checks with total of receipts to report to supervisor

Write receipts for the three payments recently received in the receipt book.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

The documents will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Write receipts for the three recently received payments in the receipt book.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).

5. Prepare draft copy of reconciliation form.
6. Run spell check.
7. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Input corrections as needed.
9. Repeat steps 6 - 8 until all errors have been found and corrected.
10. Prepare final, mailable version of reconciliation form.
11. Make a list of any discrepancies for the supervisor.
12. Store/Save documents.
13. Print documents.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARE STATEMENTS TO CLIENTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Calculator
Computer
Appropriate software
Printer
Account activity for five clients
Sample statement to use as reference
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on collecting and processing fees
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Statement of fees to be paid

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Calculate fees that are due.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Prepare draft copy of five statements that outline fees due.
6. Run spell check.
7. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Input corrections as needed.

9. Repeat steps 6 - 8 until all errors have been found and corrected.
10. Prepare final, mailable version of the five statements.
11. Store/Save documents.
12. Print documents.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

INSPECT INVOICES FOR ACCURACY.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Account information for five clients
Five invoices to clients that need to be inspected
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on inspecting invoices for accuracy

WORK TO BE PERFORMED

Inspect the five invoices for accuracy and mark any corrections that need to be made.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The invoices will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Compare the invoice information to the individual client's account information.
2. Mark any corrections that need to be made on the invoices.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

COMPLETE VOUCHERS FOR PAYMENT.

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SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Invoice/bill for three items
Original purchase orders for the three items
Three vouchers for payment (on disk)
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on completing vouchers
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

Voucher for each of the three invoices/bills

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the projects.

The documents will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Double-check accuracy of invoice/bills and make corrections if necessary.
4. Prepare draft copy of payment vouchers.
5. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
6. Input corrections as needed.
7. Repeat steps 5 and 6 until all errors have been found and corrected.
8. Prepare final, mailable version of payment vouchers.
9. Store/Save documents.
10. Print documents.
11. Remove diskette from disk drive. Label and file diskette (if applicable).
12. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARE CHECKS AND MAINTAIN CHECKBOOK BALANCE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Calculator
Typewriter or computer
Appropriate software
Printer
Checkbook with current balance recorded
List of five check amounts to be issued and two deposits to be recorded for the month
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on writing checks and keeping a checkbook balanced
Pen
Equipment/software manuals

WORK TO BE PERFORMED

Write the five checks from the given list, and subtract each check amount from the checkbook balance to show a current balance.

Record the two deposit amounts and add to the checkbook balance.

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the projects.

The checkbook will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions.
2. Write each check making sure it is filled out appropriately.
3. Record each check or deposit amount.
4. Maintain the checkbook balance as checks are written or deposits are made.
5. A computerized software package may be utilized to prepare checks and maintain a checkbook balance.
6. Follow instructions for the computerized software package which should closely follow steps 1 - 4.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Calculator
Typewriter or computer
Appropriate software
Printer
Deposit slip
List of cash and coins to be deposited
Four checks to be deposited
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes bank deposit information
Pen
Equipment/software manuals

WORK TO BE PERFORMED

Fill out the deposit slip, and make sure all checks are accurately endorsed for deposit.

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the projects.

Deposit slip and endorsed checks will be error free when submitted for evaluation.

***This does not allow for interruptions.**

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions.
2. Calculate and fill in cash and coin amounts on deposit slip.
3. Fill in each check amount on deposit slip.
4. Total currency to be deposited and record it on deposit slip.
5. Properly endorse each check for deposit.
6. Double-check all figures to make sure there are no errors.
7. A computerized software package may be utilized to prepare bank deposits.
8. Follow instructions for the computerized software package which closely follow steps 1 - 4 and 6.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Calculator
Typewriter or computer
Appropriate software
Printer
Checkbook log listing beginning balance for the month and all checks issued and deposits made during the month (total of 20 items)
Bank statement for the month
Bank statement reconciliation form
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on reconciling a bank statement
Pen
Equipment/software manuals

WORK TO BE PERFORMED

Compare data on bank statement with information recorded in checkbook log by properly filling out the reconciliation form.

Make a list of any outstanding checks and/or deposit amounts.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

Submit error-free bank reconciliation form for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions.
2. Arrange canceled checks in numerical order.
3. Compare checks with stubs or check register to verify amounts.
4. Check off checks listed as outstanding on prior reconciliation which cleared on the current statement.
5. Check off current checks in checkbook or register which cleared on the current statement.
6. Check off deposits listed as in transit on prior reconciliation which have been recorded on the current statement.
7. Check off current deposits which have been recorded on the current statement.

8. Enter all debit memos, credit memos, bank charges and other adjustments on the checkbook or register and compute new totals.
9. Prepare reconciliation form.
    a. Enter date and account number.
    b. Enter statement ending balance.
    c. List and total deposits not checked off in deposit record.
    d. List and total all outstanding checks not checked off from prior reconciliation and current-month register.
    e. Add b to c and subtract d to compute reconciled balance.
10. Prove reconciliation by adding prior month's reconciled balance to current month checks and charges.
11. A computerized software package may be used for reconciliation of bank statements.
12. Follow instructions for the computerized software package which should closely follow steps 1 - 10.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Typewriter or computer
Appropriate software
Printer
Checkbook with 10 transactions
Checkbook record sheet which includes columns for name of client, check amount, check number and date check was issued
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing and posting checkbook records
Pen
Equipment/software manual

WORK TO BE PERFORMED

Post checkbook transactions to record sheet.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The checkbook record sheet will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Post checkbook entries to financial record sheet making sure all data is filled in appropriately.
2. Double-check for accuracy.
3. A computer and appropriate software package may be used for posting checkbook records.
4. Follow instructions for the computerized software package which should closely follow steps 1 and 2.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARE EMPLOYER'S TRAVEL VOUCHER.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Organization's policy guide for travel vouchers
- Ten receipts from employer's travel
- Travel voucher (on disk)
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on completing travel vouchers
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Travel voucher including each of the employer's allowable travel items

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and company policy on travel vouchers.
3. Sort receipts into allowable categories.
4. Prepare draft copy of travel voucher.
5. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
6. Input corrections as needed.
7. Repeat steps 5 and 6 until all errors have been found and corrected.
8. Prepare final, mailable version of travel vouchers.
9. Store/Save document.
10. Print document.

11. Remove diskette from disk drive. Label and file diskette (if applicable).
12. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Calculator or computer
Appropriate software
Printer
List of 20 expenses for a one-month period of time which includes items purchased, date purchased and cost of items
Office expense form
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on keeping records of office expenses
Pen
Equipment/software manuals

WORK TO BE PERFORMED

Complete the office expense form with the information given making sure expense total is correct.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the project.

The office expense form will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions.
2. Record all appropriate data for expenses on the office expense form in chronological order.
3. Double-check all figures to ensure total is correct.
4. A computerized software package may be utilized for keeping records of office expenses.
5. Follow instructions for the computerized software package which should closely follow steps 1 - 3.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

CATEGORIZE EXPENSES AND PREPARE EXPENSE REPORTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Legible receipts for three employees (no more than 30 receipts) for business trips
Calculator
Computer
Appropriate software with an expense report template
Printer
Office reference manual that includes sample expense reports
Equipment/software manuals
Paper
Pen or pencil

WORK TO BE PERFORMED

Categorize expenses and prepare expense reports.

Sort receipts into transportation, food, lodging, registration and miscellaneous categories.

Prepare expense reports for three employees.

Input data on expense report form and print copy.

PERFORMANCE CRITERIA

One hour* will be given to complete the work.

The expense reports will be in correct format and error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust expense reports.
2. Review handwritten sheets, and sort legible receipts into appropriate categories.
3. Record information on expense reports.
4. Input data into appropriate places on expense reports.
5. Proofread expense reports while still on monitor and input corrections.
6. Print expense reports.

7. Proofread and edit hard copy of expense reports using proofreader's symbols to indicate changes.
8. Input corrections to expense reports (use insert, delete, move, copy and search and replace commands as needed).
9. Repeat steps 7 and 8 until all errors have been found and corrected.
10. Store/Save expense reports.
11. Print expense reports.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAKE JOURNAL ENTRIES AND PREPARE BALANCE SHEET.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Calculator or computer
Appropriate software
Printer
Accounting journal
List of 20 entries to be made
Balance sheet
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on making journal entries
Pen
Equipment/software manuals

WORK TO BE PERFORMED

Record list of entries in the appropriate place in the accounting journal making sure debits equal credits.

Complete the balance sheet.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

The accounting journal will be error free when submitted for evaluation.

The balance sheet will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions.
2. Properly record items in the accounting journal.
3. Double-check that each item was recorded appropriately.
4. Complete the balance sheet making sure debits equal credits.
5. A computer and appropriate software package may be used for making journal entries and preparing a balance sheet.
6. Follow instructions for the computerized software package which should closely follow steps 1 - 4.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

RECONCILE ACCOUNTING JOURNAL.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Calculator or computer
Appropriate software
Printer
Accounting journal
Computer journal balance printout
Completed accounting journal balance sheet
Computer journal reconciliation form
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on reconciling journal entries
Pen
Equipment/software manuals

WORK TO BE PERFORMED

Complete the computer journal reconciliation form to make sure the computer balance equals the accounting journal balance.

Correct all discrepancies.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

Submit journal reconciliation form with a listing of the corrected discrepancies for evaluation.

The projects will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions.
2. Properly complete the journal reconciliation form.
3. Double-check the accuracy of all figures.
4. Make a list of any discrepancies that need to be corrected.
5. Correct discrepancies.
6. A computer and appropriate software package may be used for reconciliation of the accounting journal.
7. Follow instructions for the computerized software package which should closely follow steps 1 - 4.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAINTAIN INCOME AND EXPENSE RECORDS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Typewriter or computer
Appropriate software
Printer
Five bills to be recorded
Five incoming checks to be recorded
Income/expense record form
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on maintaining income and expense records
Pen
Equipment/software manuals

WORK TO BE PERFORMED

Post income and expense data to record sheet.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The record sheet will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Post income and expense entries to record sheet making sure all data is filled in appropriately.
2. Double-check for accuracy.
3. A computer and appropriate software package may be used for maintaining income and expense records.
4. Follow instructions for the computerized software package which should closely follow steps 1 and 2.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Calculator
Typewriter or computer
Appropriate software
Printer
Hours and pay rate for two office employees during this pay period
Withholding table
Checkbook
Payroll record form
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing office payroll
Pen
Equipment/software manuals

WORK TO BE PERFORMED

Calculate pay and withholdings for each of the employees.

Write a paycheck to each of the employees.

Complete the payroll record form for this pay period.

PERFORMANCE CRITERIA

Thirty minutes* will be given to complete the projects.

The checks and record sheet will be error free when submitted for evaluation.

******This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. **Calculate pay and withholdings for each of the employees.**
2. **Double-check your calculations for accuracy.**
3. **Write a check to each employee for the appropriate amount.**
4. **Complete the payroll record form for this pay period making sure to fill in all of the appropriate information.**
5. **Double-check all of the payroll information.**
6. **A computerized software package may be used for preparing the office payroll.**
7. **Follow instructions for the computerized software package which should closely follow steps 1 - 5.**

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARE TAX WITHHOLDING REPORTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer or typewriter
Appropriate software
Printer
Payroll record form which includes tax withholding information for two employees
Tax withholding report form
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing appropriate tax withholding reports
Pen
Equipment/software manuals

WORK TO BE PERFORMED

Complete tax withholding report form.

PERFORMANCE CRITERIA

Thirty minutes* will be given to complete the projects.

The tax withholding report will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Complete the tax withholding report form for this pay period making sure to fill in the appropriate information.
2. Double-check the information and make any necessary corrections.
3. A computerized software package may be used for preparing tax withholding reports.
4. Follow instructions for the computerized software package which should closely follow steps 1 and 2.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARE AND POST PETTY CASH VOUCHERS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Typewriter or computer
Appropriate software
Printer
Five petty cash vouchers
Receipts for five items
Petty cash ledger card
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing and posting petty cash vouchers
Pen or pencil
Equipment/software manuals

WORK TO BE PERFORMED

Post the amounts of the petty cash vouchers to the ledger card.

Attach receipts to the vouchers.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the projects.

The ledger card and vouchers will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Post the amounts from the vouchers to the ledger card.
2. Attach receipts to the vouchers.
3. Review and check amounts. Total receipts must equal amounts posted to the ledger card.
4. A computerized software package may be used for posting petty cash vouchers.
5. Follow instructions for the computerized software package which should closely follow steps 1 and 3.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

INITIATE AND MAINTAIN CLIENT/FIRM ACCOUNT RECORDS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Typewriter or computer
- Appropriate software
- Printer
- Three client names, addresses, retainer information
- Account history for each client
- Invoices for each client
- Ledger cards for each client
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on initiating and maintaining client account records
- Equipment/software manuals

WORK TO BE PERFORMED

Set up ledger cards for each client.

PERFORMANCE CRITERIA

Thirty minutes* will be given to complete the project.

The ledger cards will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Set up ledger cards for each client including client account name, address and terms of payment for each client.
2. Make sure disbursements and cash receipts correspond with invoices and payments made.
3. Check ledger cards to make sure all information has been included and that it is accurate.
4. A computerized software package may be used for maintaining client/firm account records.
5. Follow instructions for the computerized software package which should closely follow steps 1 - 3.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Materials to be filed (25 items)
Answer sheet
File folders
Labels
Filing cabinets or other storage equipment
Computer or typewriter
Appropriate software
Printer
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on maintaining filing systems
Equipment/software manuals

WORK TO BE PERFORMED

Prepare a system to permit easy storage and retrieval of files by setting up the following filing systems:

Alphabetic filing system
Subject filing system
Numeric filing system

File 25 items in correct order in the correct folder and identified on an answer sheet.

PERFORMANCE CRITERIA

One and one-half hours* will be given to complete the computer project.

A filing system will be set up with at least 4 folders, and 25 items will be filed in the folders.

All 25 documents will be filed in the correct order in the correct folder and identified on an answer sheet.

The answer sheet and file folders will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment. (May use a computer or typewriter.)
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust labels.
2. Review any special instructions from originator.
3. Identify the type of filing system to be used (alphabetic, numeric, subject).
4. Assemble supplies needed to set up and label file folders.
5. Prepare labels. If done on a computer, use appropriate software. Set up format. Run spell check. Proofread and make corrections as needed. Print, store and save labels.
6. Label file folders.
7. File materials (25 items) in appropriate folders.
8. Check files to ensure items were filed accurately.
9. Identify misfiled items and file correctly.
10. Repeat steps 8 and 9 until all errors have been found and corrected.
11. Prepare an answer sheet showing that the 25 documents were filed in the correct order and in the correct file.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

RETRIEVE INFORMATION FROM FILES AND COMPLETE LOG-OUT CARD.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Ten file folders filled with various types of information
Blank log-out card
List of five pieces of information to be retrieved from the files
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on filing

WORK TO BE PERFORMED

Retrieve the appropriate information from the files completing the log-out card appropriately for each item removed from the files.

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the project.

The completed log-out cards will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions.
2. Retrieve the information requested on the list from the files.
3. Complete the appropriate information on the log-out card.
4. Double-check that all information has been retrieved and that each item has been properly recorded on the log-out card.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Master list of magnetic media (on disk)
List of six new pieces of magnetic media to be filed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on filing magnetic media
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Updated, alphabetized, magnetic media master list which includes the six new items.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Retrieve the magnetic media master list from disk.
4. Add the six new magnetic media items to the master list.
5. Double-check all information for its accuracy and make corrections.
6. Alphabetize the updated magnetic media master list.
7. Store/Save document.
8. Print document.
9. Remove diskette from disk drive. Label and file diskette (if applicable).
10. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

RETRIEVE INFORMATION FROM ELECTRONIC FILES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Five client names to be accessed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on retrieving information from electronic files
Equipment/software manuals

WORK TO BE PERFORMED

Retrieve and print the information for each of the five clients.

PERFORMANCE CRITERIA

Thirty minutes* will be given to complete the project.

The printouts will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Retrieve information for each of the five clients.
4. Print a hard copy of each client's file.
5. Remove diskette from disk drive and file (if applicable).
6. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SECURE/MAINTAIN CLASSIFIED/ RESTRICTED ACCESS OR CONFIDENTIAL/IMPOUNDED FILES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- List of 20 confidential files which includes security level required to view each document
- List of five employees and their security levels
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on securing/maintaining classified or confidential files
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

List of the five employees and which files they may access based on their security levels

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Decide which documents each employee may have access to based on his/her security level.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Prepare the list of employees and the documents they may access.
6. Proofread the list for accuracy and make corrections if necessary.
7. Prepare final version of employee security list.
8. Store/Save document.

9. Print document.
10. Remove diskette from disk drive. Label and file diskette (if applicable).
11. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Typewriter or computer
- Appropriate software
- Printer
- Six address cards
- Information on six people which includes name, company, address, phone and fax machine numbers
- Sample of a completed address card
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on address card maintenance
- Equipment/software manuals

WORK TO BE PERFORMED

Complete address cards for the six people and put the cards in alphabetical order by the person's last name.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the projects.

The completed cards, sorted in alphabetical order, will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on typewriter/computer.
   b. Turn on printer (if needed).
   c. Insert first address card.
2. Review instructions and the sample address card.
3. Type appropriate information on each address card.
4. Double-check that all information is accurate and correct any mistakes.
5. Put the address cards in alphabetical order by the person's last name.
6. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

ESTABLISH AND/OR MAINTAIN FILE OF LEGAL FORMS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Typewriter or computer
Appropriate software
Printer
Twenty legal forms to be filed appropriately
Ten labeled file folders
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on establishing and/or maintaining file of legal forms
Equipment/software manuals

WORK TO BE PERFORMED

File the 20 legal forms in the appropriate file.

Make a list of file labels that need to be created.

PERFORMANCE CRITERIA

Thirty minutes* will be given to complete the projects.

The files and the list will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions.
2. Categorize files into groups (client's personal business, commercial business, general correspondence, periodicals, other).
3. Put the appropriate material in the appropriate folder.
4. Check files to ensure information was filed accurately.
5. Identify any misfiled items and file correctly.
6. Make a list of new labels that need to be typed to accommodate material that does not fit into a category.
7. Alphabetize files.
8. A computer and appropriate software package may be used for making the list of new labels that need to be prepared.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Master list of files including current location (on disk)
List of 10 files to be transferred to a new location
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on transferring and/or discarding files
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Updated list of files which indicates new location of files

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The document will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Retrieve master list of files.
4. Update the master list by changing the location of files that have been moved.
5. Double-check the list to make sure all files have been updated correctly and make corrections if necessary.
6. Prepare final version of updated list.
7. Store/Save document.
8. Print document.
9. Remove diskette from disk drive. Label and file diskette (if applicable).
10. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAINTAIN TICKLER/FOLLOW-UP FILE SYSTEM.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Tickler file folders labeled by date with a content log sheet stapled to the front of each one
Ten documents to be filed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on maintaining tickler files

WORK TO BE PERFORMED

File the 10 documents in the appropriate tickler/follow-up files.

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the project.

The file folders containing the filed documents will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions and the file folder labels.
2. Divide the information into groups to be filed together.
3. Record the documents on the appropriate document log sheet.
4. Place the information in the appropriate file folders following company filing procedures.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAINTAIN CLIPPINGS FILE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Scissors
Pen or pencil
Ten labeled file folders
One magazine and one newspaper
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on maintaining clipping files

WORK TO BE PERFORMED

Cut out articles from the magazine and newspaper.

File information in the appropriate file.

PERFORMANCE CRITERIA

Thirty minutes* will be given to complete the projects.

The file folders containing the clipped information will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions and the file folder label topics.
2. Look through the magazine and newspaper and cut out articles on relevant topics making sure to write the name and date of the publication on the article.
3. Look through the magazine and newspaper to make sure no relevant articles were missed.
4. Divide the information into groups to be filed together.
5. Place the information in the appropriate file folder following company filing procedures.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARE MATERIALS FOR MAILING.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Envelopes
Mailing labels for five clients
Letters to five clients
Enclosures for each client
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing materials for mailing

WORK TO BE PERFORMED

Prepare envelopes to be mailed.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The envelopes will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Put mailing labels on each envelope.
2. Put the appropriate cover letter and enclosures in each envelope.
3. Double-check for accuracy.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PROCESS MAIL THROUGH POSTAGE METER.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Postage meter and scale
Postage rate chart
Fifteen pieces of mail
Company policy for using the postage meter
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on using a postage meter
Equipment manual

WORK TO BE PERFORMED

Divide the mail up into two stacks: items to be run through postage meter and items that cannot be run through the postage meter based on company policy.

Determine appropriate postage for each item to be run through postage meter.

Run the appropriate pieces of mail through the postage meter.

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the projects.

The 15 pieces of mail will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
2. Review instructions and company policy for using the postage meter.
3. Decide which mail, based on company policy, can be run through the postage meter and separate those pieces from the other mail.
4. Determine appropriate postage for each piece of mail to be run through postage meter.
5. Make sure the postage meter is set for the current date and the correct postage.
6. Run the appropriate pieces of mail through the postage meter.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

DETERMINE BEST METHOD OF MAILING SERVICES AND PROCESS OUTGOING DOMESTIC MAIL.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Reference books with information about different types of mail services
Four pieces of outgoing mail with required delivery time and date
Selection of mailing materials (envelopes, special mailing folders and boxes, labels, multipart mailing labels, etc.)
ZIP Code directory
Equipment (computer and printer) to prepare labels or envelopes
Paper
Pen or pencil
Equipment/software manuals

WORK TO BE PERFORMED

Process mail:

Determine best method for sending outgoing domestic mail.
Process outgoing domestic mail by best method.

PERFORMANCE CRITERIA

One and one-half hours* will be given to complete the following work:

Determine the best way to send each piece of mail such as same day, overnight, second day, registered, certified, return receipt requested, etc., and give reasons in writing for the selection.
Prepare each piece of mail for mailing using appropriate mailing materials.
Each piece of mail should have no typographical errors and be in the correct format and style.
The four pieces of mail and written reasons for their selection will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, and load and adjust labels or envelopes.
2. Review mail instructions and mail to be processed.

3. Determine best way to send each piece of mail.
4. Prepare each piece of mail according to best way.
    a. Type appropriate labels or envelopes for outgoing mail.
    b. Proofread for errors in typing or format.
    c. Correct errors.
    d. Fold letters and insert in mailers.
5. Prepare written reasons for selection of each mailing service.
6. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

TRANSMIT AND RECEIVE MESSAGES ELECTRONICALLY.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Printer
Message to be faxed
E-mail message in computer in-box
E-mail address of person to send message to
Equipment (computer, printer, fax machine, telephone)
Instruction book for fax machine and e-mail system
Paper
Pen or pencil
Equipment/software manuals

WORK TO BE PERFORMED

Transmit and receive messages electronically:

Send and reply to e-mail message.
Send a fax (two pages).

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the following work:

Send a short e-mail message.
Receive an e-mail message and print a copy.
Send a fax.

An error-free printout of both e-mail messages and a transmission slip for fax, if available, will be submitted for evaluation.

**This does not allow for interruptions or delays.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
   d. Turn on fax machine.
2. Key in e-mail message.
3. Print a hard copy of message.
4. Send e-mail message.
5. Read e-mail message in in-box.
6. Print copy of message.

7. Send fax.
8. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SEND OUT GOODWILL CARDS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following materials:

Verbal and/or written instructions
Standard operating procedure for sending out goodwill cards
List of five names, addresses and the occasion
Various types of cards (birthday, congratulations, sympathy, etc.)
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on sending out goodwill cards

WORK TO BE PERFORMED

Address envelopes to the five recipients and insert the signed cards in the envelopes.

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the project.

The cards will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions.
2. Select the appropriate card for each recipient.
3. Sign each card with the business name.
4. Address an envelope to each of the five recipients.
5. Insert the cards in the correct envelopes.
6. Double-check for accuracy.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Company procedure for sorting and delivering mail
Twenty-five pieces of mail to be sorted
Date stamp for mail
Calendar
Folders for sorting incoming mail
Mail log to record incoming mail
Pen or pencil
Equipment/software manuals

WORK TO BE PERFORMED

Sort the 25 pieces of mail into appropriate categories.

Process the 25 pieces of incoming mail by stamping date, sorting by importance, indicating important content, noting missing enclosures, indicating conflicts with dates or times, and noting or attaching background materials.

Record the mail in the mail log.

PERFORMANCE CRITERIA

Thirty minutes* will be given to complete the project.

The stacks of mail will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions and company procedure for sorting mail.
2. Examine each piece of mail and sort according to company policy.
3. Date-stamp mail.
4. Separate mail by importance.
5. Indicate important content on mail.
6. Note any missing enclosures.
7. Note any conflicts with dates or times indicated.
8. Note or attach any background materials.
9. Record mail in the mail log.
10. Double-check the accuracy of your work.
11. A computer and appropriate software package may be used for recording mail in the mail log.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PROCESS OUTGOING MAIL.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Company procedure for processing outgoing mail
Twenty letters addressed to individuals
Twenty addressed labels to correspond with letters
Twenty envelopes
Paper
Pen or pencil

WORK TO BE PERFORMED

Process the 20 pieces of outgoing mail.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The outgoing mail will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions and company procedure for processing outgoing mail.
2. Attach pre-addressed labels to envelopes for outgoing mail.
3. Examine each piece of outgoing mail double-checking for accuracy and signature.
4. Make corrections and/or sign letters as appropriate.
5. Fold letters properly and insert in appropriate envelopes.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARE PACKAGES FOR SHIPPING.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
One overnight service envelope with mailing slip
Information as to the sender, receiver and time package needs to arrive
Instructions for completing the mailing slip
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing packages for shipping

WORK TO BE PERFORMED

Complete the mailing slip.

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the project.

The mailing slip will be error free when submitted for evaluation.

***This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review instructions for completing the mailing slip.
2. Fill in the appropriate information on the mailing slip.
3. Double-check for accuracy of information.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

ARRANGE FOR COURIER SERVICE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Typewriter or computer
- Appropriate software
- Printer
- Package to be delivered
- List of local couriers
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on arranging courier service
- Pen or pencil
- Equipment/software manuals

WORK TO BE PERFORMED

Make a list of steps to be followed when arranging for courier service.

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the project.

The list will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Decide which courier service would be best.
2. Type a list of steps to be followed when arranging for courier service.
3. A computer and appropriate software package may be used for making the list of steps to be followed when arranging for courier service.
4. Follow instructions for the computerized software package which should closely follow steps 1 and 2.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Prospective client to greet
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on greeting clients and/or visitors

WORK TO BE PERFORMED

Greet the prospective client.

PERFORMANCE CRITERIA

Five minutes* will be given to complete the project.

The greeting will be evaluated.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Decide which type of greeting would be most appropriate for the prospective client.
2. Greet the client.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Telephone or simulated telephone equipment
Phone directory
Phone message pads
Pen or pencil

WORK TO BE PERFORMED

Process telephone calls:

Plan and place outgoing telephone call.
Process incoming telephone call.

PERFORMANCE CRITERIA

Ten minutes* will be given to complete the phone calls.

The calls must be processed using appropriate telephone techniques. The phone message must be complete and accurate. The outgoing call (including looking up the number) will be planned (in writing) and a message slip completed for the incoming call. The two documents must be complete, accurate and legible.

These two forms will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Place the telephone (or simulated telephone equipment) or
   b. Plug in a tape recorder and place tape in the machine.
   c. Have notepad and telephone message slips and pen available.
2. Review special instructions for placing the outgoing call.
3. Look up phone number in telephone directory.
4. Plan (in writing) the phone call.
5. Place the phone call.
6. Accurately identify the name and organization of person making the call.
7. Receive an incoming call.
8. Answer incoming call appropriately by accurately identifying organization and person answering telephone.
9. Inform caller of availability of desired party and transfer the call or take a message.

10. Take complete and accurate written message including:
    a. Name of caller
    b. Organization
    c. Phone number
    d. Date and time called
    e. Message
    f. Name of person taking message

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PROCESS ADVANCED INCOMING AND OUTGOING TELEPHONE CALLS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Telephone or simulated telephone equipment
Instruction book for phone
Phone directory
Phone message pads
Paper
Pen or pencil

WORK TO BE PERFORMED

Process telephone calls:

Leave a complete, concise message on voice mail.
Program telephone for speed dialing.
Process incoming telephone calls on a multi-line phone.
Set up conference call.
Process incoming phone call and visitor that arrive simultaneously.

PERFORMANCE CRITERIA

Two hours* will be given to complete the activities.

The calls must be processed using appropriate telephone technique.

The voice mail message will be planned and recorded.

A phone will be programmed for speed dialing of three numbers or the steps will be written down to successfully complete that procedure.

A multi-line phone will be answered and a message taken.

A conference call for three people in three different locations will be set up or the steps to successfully complete that procedure written down.

Successful handling of a simultaneous incoming phone call and visitor will be demonstrated through role play or the procedure will be written.

The recording and documents will be error free when submitted for evaluation. The documents must be complete, accurate and legible.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Place the telephone (or simulated telephone equipment) or
    b. Plug in a tape recorder and place tape in the machine.
    c. Have notepad and telephone message slips and pen available.
2. Review instructions for using special telephone features in instruction book.
3. Plan (in writing) the voice mail message.
4. Place the phone call and leave the message.
5. Program a telephone for speed dialing (or write the steps).
6. Answer a multi-line phone.
7. Accurately identify the name and organization of person making the call.
8. Take complete and accurate written message including:
    a. Name of caller
    b. Organization
    c. Phone number
    d. Date and time called
    e. Message
    f. Name of person taking message
9. Set up conference call for three people (or write the steps for successfully completing the procedure).
10. Process incoming phone call and visitor that arrive simultaneously:
    a. Greet visitor.
    b. Answer incoming call appropriately by accurately identifying organization.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

OBTAIN NOTARIZATION ON DOCUMENTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Company procedure for obtaining notarization on documents
Ten documents
Equipment/software manuals

WORK TO BE PERFORMED

Make a list of documents which need to be notarized according to company procedure.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The list will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and company procedure for obtaining notarization.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Make a list of documents which require notarization.
5. Run spell check.
6. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Input corrections as needed.
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of the list of documents which require notarization.
10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

LOCATE AND RETRIEVE INFORMATION FROM HARD COPY.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Dictionary
Thesaurus
Telephone directory
Other directories
Encyclopedia
Reference manual
Computer
Appropriate software
Printer
Equipment/software manuals

WORK TO BE PERFORMED

Locate and retrieve information from the following sources:

Dictionary
Thesaurus
Telephone directory
Other directories
Encyclopedia
Reference manual

Prepare document with one item from each of the sources listed above.

PERFORMANCE CRITERIA

Forty-five minutes* will be given to locate, retrieve and prepare (document) one item from each of the sources listed above.

Documentation of information located will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review any special instructions from originator.
3. Locate the requested information in each of the sources.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).

5. Compose draft at keyboard of documentation of information located.
6. Run spell check.
7. Edit and proofread the draft while it is still on monitor.
8. Print documentation of information located.
9. Proofread and edit hard copy of document.
10. Input corrections to document.
11. Repeat steps 8 - 10 until all errors have been found and corrected.
12. Store/Save document.
13. Print document.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SEARCH INFORMATIONAL SOURCES TO FILL REQUESTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
List of two requests for information
Illinois legal directory
Martindale-Hubbell directory
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on acquiring information
Computer
Appropriate software
Printer
Equipment/software manuals

WORK TO BE PERFORMED

Search the informational sources and retrieve the requested information.

Make a list of the information and the source for each request.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The list will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review any special instructions from originator.
3. Decide what would be the best source of information for each request.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Make a list of the information and source for each request.
6. Run spell check.
7. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Input corrections as needed.
9. Repeat steps 6 - 8 until all errors have been found and corrected.

10. Prepare final version of the list of information and source for each request.
11. Store/Save document.
12. Print document.
13. Remove diskette from disk drive. Label and file diskette (if appropriate).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Personnel files for five employees (saved on disk)
- List of information to be added to each of the five employee's files
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on updating employee files
- Equipment/software manuals

WORK TO BE PERFORMED

Update each of the five employee's files on the disk.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

The documents will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and information to be updated.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Prepare draft copy of the updated employee's files.
5. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
6. Input corrections as needed.
7. Repeat steps 5 and 6 until all errors have been found and corrected.
8. Prepare final version of the updated employee files.
9. Store/Save documents.
10. Print documents.
11. Remove diskette from disk drive. Label and file diskette (if applicable).
12. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software with a time sheet template
Printer
Legible longhand report of hours worked by five employees for two weeks
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes sample time sheet
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

Time sheets on the computer for five employees

PERFORMANCE CRITERIA

One-half hour* will be given to complete the projects.

The time sheets will be in correct format and will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review handwritten time sheets.
3. Input data into appropriate employee's time sheet.
4. Proofread time sheets while still on monitor and input corrections.
5. Print time sheets.
6. Proofread and edit hard copy of time sheets using proofreaders' symbols to indicate changes.
7. Input corrections to time sheets (use insert, delete, move, copy and search and replace commands as needed).
8. Repeat steps 5 - 7 until all errors have been found and corrected.
9. Prepare final version of time sheets.
10. Store/Save time sheets.
11. Print time sheets.
12. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAINTAIN A DAILY IN/OUT LOG OF EMPLOYER/EMPLOYEE ACTIVITIES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Three employee/employer schedules for the day
In/out log sheet
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on maintaining a daily in/out log of employer/employee activities
Pen or pencil

WORK TO BE PERFORMED

Complete the log sheet for each person for the day.

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the project.

The log sheet will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Review each employee/employer schedule for the day.
2. Complete the log sheet accurately for each person.
3. Check for accuracy.

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARE, COMPOSE AND ANSWER ROUTINE CORRESPONDENCE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Routine request needing a reply
- Computer
- Appropriate software
- Printer
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on preparing routine memos and letters
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare and answer routine correspondence by composing, writing, printing and storing the following business documents:

- Routine request
- Information letter
- Reply to routine request

PERFORMANCE CRITERIA

One hour* will be given to complete the computer projects.

The three documents must be input in memo or business letter format and will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Compose/keyboard the documents. Save frequently if memo or letter is lengthy.
5. Edit documents on screen.
6. Run spell check.
7. Proofread correspondence while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.

8. Print correspondence.
9. Proofread and edit hard copy of correspondence using proofreader's symbols to indicate changes.
10. Input corrections to correspondence (use insert, delete, move, copy and search and replace commands).
11. Repeat steps 8 - 10 until all errors have been found and corrected.
12. Store/Save document.
13. Print correspondence.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Video of formal meeting (15 minutes)
Video of informal meeting (15 minutes)
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes Robert's Rules of Order
Office reference manual that includes information on taking minutes at formal and informal meetings
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following documents:

Minutes from the formal meeting
Minutes from the informal meeting

Take notes from the videos of the formal and informal meetings

PERFORMANCE CRITERIA

Two hours* will be given to complete the projects.

The minutes will be input in an acceptable format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions and Robert's Rules of Order.
3. View the videos from the formal and informal meetings and take notes.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Prepare draft copy of minutes from each meeting.
6. Run spell check and proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.

7. Input corrections as needed.
8. Repeat steps 6 and 7 until all errors have been found and corrected.
9. Prepare final versions of the minutes from each meeting.
10. Store/Save documents.
11. Print documents.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PROCESS, PRINT AND STORE TEXT AND DATA INFORMATION USING INTEGRATED SOFTWARE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Disk with files (a spreadsheet, a database and a presentation document) stored on it
Legible copy to be keyed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing reports with data
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

Two-page report importing files from spreadsheet, database and presentation software

PERFORMANCE CRITERIA

One hour* will be given to complete the project.

The document must be input in report format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Prepare draft copy of the report importing files from spreadsheet, database and presentation software.
5. Run spell check and proofread while still on the monitor for correctness of content, format, grammar, punctuation, capitalization and word divisions.

6. Print report.
7. Proofread and edit hard copy of report using proofreader's symbols to indicate changes.
8. Input corrections to report (use insert, delete, move, copy and search and replace commands).
9. Repeat steps 5 - 8 until all errors have been found and corrected.
10. Store/Save document.
11. Print document.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

CREATE AND USE MACROS AND STYLES TO SAVE TIME.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Description of two styles and one macro to be created
Legible copy of letter to be keyed which indicates where the styles and the macro are to be used
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on styles and macros
Equipment/software manuals

WORK TO BE PERFORMED

Create and save the following:

Styles for two types of headings
Macro for letter closing

Prepare, print and store the following document:

Letter that uses the two created styles and the macro for the letter closing

PERFORMANCE CRITERIA

One hour* will be given to complete the projects.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1.* Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Create and save the two styles.
4. Create and save the macro.
5. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).

6. Prepare draft copy of the letter including the styles and the macro in the appropriate places.
7. Run spell check and proofread while still on monitor for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Print letter.
9. Proofread and edit hard copy of letter using proofreader's symbols to indicate changes.
10. Input corrections to letter (use insert, delete, move, copy and search and replace commands).
11. Repeat steps 8 - 10 until all errors have been found and corrected.
12. Store/Save letter.
13. Print letter.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
List of five computer malfunctions to be solved
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on solving computer malfunctions
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following document:

List of the computer malfunctions and the steps to be followed to solve each malfunction

PERFORMANCE CRITERIA

One hour* will be given to complete the projects.

The document will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review instructions.
3. Review each computer malfunction to be solved.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. Prepare draft copy of the list of computer malfunctions to be solved and steps to be followed to solve each malfunction.
6. Run spell check and proofread while still on monitor for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Print document.
8. Proofread and edit hard copy of document using proofreader's symbols to indicate changes.

9. Input corrections to document (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save document.
12. Print document.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE FORMAL AND INFORMAL MEETING MINUTES FROM LEGIBLE LONGHAND OR EDITED ROUGH DRAFT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Legible copy to be keyed (five pages)
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing meeting minutes
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following two business documents:

Minutes (one page single-spaced) from a one-hour informal committee meeting
Minutes (four pages single-spaced) from a three-hour formal meeting

PERFORMANCE CRITERIA

One and one-half hours* will be given to complete the computer projects.

The two documents must be input in business report format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Keyboard the documents. Save frequently if minutes are lengthy.
5. Run spell check.
6. Proofread minutes while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.

7. Print minutes.
8. Proofread and edit hard copy of minutes using proofreader's symbols to indicate changes.
9. Input corrections to minutes (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save minutes.
12. Print minutes.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE NEWS RELEASES FROM LEGIBLE LONGHAND OR EDITED ROUGH DRAFT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Copy to be keyed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing news releases
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following business document:

Three-page, double-spaced news release

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the computer projects.

The document must be input in news release format and will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Keyboard the document. Save frequently if news release is lengthy.
5. Run spell check.
6. Proofread news release while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Print news release.
8. Proofread and edit hard copy of news release using proofreader's symbols to indicate changes.

9. **Input corrections to news release (use insert, delete, move, copy and search and replace commands).**
10. **Repeat steps 7 - 9 until all errors have been found and corrected.**
11. **Store/Save document.**
12. **Print news release.**
13. **Remove diskette from disk drive. Label and file diskette (if applicable).**
14. **Log off of computer (if applicable).**

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE AGENDAS FROM LEGIBLE LONGHAND OR EDITED ROUGH DRAFT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Legible copy to be keyed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing agendas
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following two business documents:

One-page agenda
Four-page agenda

PERFORMANCE CRITERIA

One and one-half hours* will be given to complete the computer projects.

The two documents will be input in agenda format using appropriate software features (bold, underline, italics, centering, font sizes) and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Keyboard the document. Save frequently if agenda is lengthy.
5. Run spell check.
6. Proofread each agenda while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Print each agenda.
8. Proofread and edit hard copy of each agenda using proofreader's symbols to indicate changes.

9. Input corrections to each agenda (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save documents.
12. Print each agenda.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE GLOSSARY* FILES FROM LEGIBLE LONGHAND OR EDITED ROUGH DRAFT.

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WORD PROCESSING

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Legible copy to be keyed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing glossary files
Equipment/software manuals.

WORK TO BE PERFORMED

Prepare, print and store the following documents:

Eight glossary* files
A document using some of the glossary files

PERFORMANCE CRITERIA

One hour** will be given to complete the computer projects.

The eight files will be input in correct format and be error free when printed.

An error-free document will be created using some of the glossary files.

Each glossary file and the document created from some of the glossary files will be error-free when printed for evaluation.

**Glossary files are text or instructions that are frequently used.*

***This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Keyboard the glossary files. Save frequently if text is lengthy.
5. Run spell check.

6. Proofread glossary files while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Print glossary files.
8. Proofread and edit hard copy of glossary files using proofreader's symbols to indicate changes.
9. Input corrections to glossary files (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save glossary files.
12. Print glossary files.
13. Keyboard a document using some of the glossary files.
14. Proofread document while still on monitor and input corrections. Proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
15. Print document.
16. Proofread and edit hard copy of document using proofreader's symbols to indicate changes.
17. Input corrections to document (use insert, delete, move, copy and search and replace commands).
18. Repeat steps 15 - 17 until all errors have been found and corrected.
19. Store/Save document.
20. Print document.
21. Remove diskette from disk drive. Label and file diskette (if applicable).
22. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE CORRESPONDENCE (LETTERS AND MEMOS) FROM LEGIBLE LONGHAND OR EDITED ROUGH DRAFT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Legible copy to be keyed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing memos and letters
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following business documents:

One-half-page memo
One-page letter (three paragraphs)
One and one-half-page letter with a header on the second page

PERFORMANCE CRITERIA

One hour* will be given to complete the computer projects.

The three documents will be input in memo or business letter format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Keyboard the documents. Save frequently if memo or letter is lengthy.
5. Run spell check.

6. Proofread correspondence while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Print correspondence.
8. Proofread and edit hard copy of correspondence using proofreader's symbols to indicate changes.
9. Input corrections to correspondence (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save document.
12. Print correspondence.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE REPORTS AND MANUSCRIPTS FROM LEGIBLE LONGHAND OR EDITED ROUGH DRAFT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Legible copy to be keyed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing reports and manuscripts
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following two business documents:

One-page report
1500-word manuscript with side headings and page numbering

PERFORMANCE CRITERIA

One and one-half hours* will be given to complete the computer projects.

The two documents will be input in business report format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions for the report from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Keyboard the report. Save frequently if report is lengthy.
5. Run spell check.
6. Proofread report while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Print report.

8. Proofread and edit hard copy of report using proofreader's symbols to indicate changes.
9. Input corrections to report (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save report.
12. Print report.
13. Review draft copy and any special instructions for the manuscript from originator.
14. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
15. Keyboard the manuscript. Save frequently if manuscript is lengthy.
16. Run spell check.
17. Proofread manuscript while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
18. Print manuscript.
19. Proofread and edit hard copy of manuscript using proofreader's symbols to indicate changes.
20. Input corrections to manuscript (use insert, delete, move, copy and search and replace commands).
21. Repeat steps 18 - 20 until all errors have been found and corrected.
22. Store/Save manuscript.
23. Print manuscript.
24. Remove diskette from disk drive. Label and file diskette (if applicable).
25. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

OPEN EXISTING DOCUMENTS AND REVISE, PRINT AND STORE NEW DOCUMENTS FROM THE EXISTING DOCUMENTS USING "SAVE" OR "SAVE AS."

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Edited hard copy
Existing documents on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing letters and reports
Equipment/software manuals

WORK TO BE PERFORMED

Open documents, make minor revisions, print and store (using "save" or "save as") the following business documents:

One-page letter (use "save")
Two-page report (use "save as")

PERFORMANCE CRITERIA

Twenty minutes* will be given to complete the computer projects.

The documents must be revised in correct format utilizing cut, copy, paste, search and replace, etc., where appropriate and be error free when printed for evaluation.

Documents will be stored with "save" or "save as," whichever is appropriate.

******This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review edited copy and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Retrieve the existing documents and keyboard the changes. Save frequently if document is lengthy.
5. Run spell check.

6. Proofread each document while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Print each document.
8. Proofread and edit hard copy of each document using proofreader's symbols to indicate changes.
9. Input corrections to documents (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save documents using "save" or "save as," whichever is appropriate.
12. Print documents.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MERGE (FROM EXISTING FILES) AND PRINT CORRESPONDENCE (FORM LETTERS).

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Two files (on disk) to be merged
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that contains information on letter formats
Equipment/software manuals

WORK TO BE PERFORMED

Merge (from existing files) and print the following using the merge feature:

Twelve letters (one page—three paragraphs)

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the computer projects.

The two files with merge codes must be merged and be error free when printed.

The documents will be printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review any special instructions from originator.
3. Merge the two files.
4. Print the letters.
5. Remove diskette from disk drive. Label and file diskette (if applicable).
6. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Legible list of names and addresses to be keyed
Labels
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that contains USPS (United States Postal Service) regulations for mailing labels
Equipment/software manuals

WORK TO BE PERFORMED

Key, print and store 20 mailing addresses. Print the same addresses on both of the following:

Sheet of two-column labels
Sheet of three-column labels

PERFORMANCE CRITERIA

Thirty minutes* will be given to complete the computer projects.

The mailing addresses will be input in correct format for labels and be error free when printed.

Both sets of labels will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust labels.
2. Review draft copy of mailing addresses and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, pagination, style sheet, etc.).
4. Keyboard the two-column mailing labels. Save frequently.
5. Run spell check.
6. Proofread addresses while still on monitor and input corrections; proofread for correctness of content, format, punctuation and capitalization.

7. Print two-column mailing labels on plain paper.
8. Proofread and edit hard copy of labels using proofreader's symbols to indicate changes.
9. Input corrections to labels (use insert, delete, move, copy and search and replace commands).
10. Store/Save labels.
11. Print two-column mailing labels.
12. Adjust (change font size, etc.) mailing addresses for three-column mailing labels.
13. Print three-column mailing labels.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE FORMAL AND INFORMAL MEETING MINUTES FROM MACHINE TRANSCRIPTION.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal instructions
- Computer
- Appropriate software
- Printer
- Transcribing equipment
- Media to be transcribed
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on preparing meeting minutes
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following two business documents:

- Minutes (one page, single-spaced) from a one-hour informal committee meeting
- Minutes (four pages, single-spaced) from a three-hour formal meeting

PERFORMANCE CRITERIA

Two hours* will be given to complete the computer projects.

The two documents will be input in business report format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
   d. Turn on transcribing equipment; insert dictation media; put on earphone(s); adjust foot pedal and adjust volume, tone and speed controls.
2. Review dictation to determine format, length of document and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Keyboard the documents. Save frequently if minutes are lengthy.
5. Run spell check.

6. Proofread minutes while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Print minutes.
8. Proofread and edit hard copy of minutes using proofreader's symbols to indicate changes.
9. Input corrections to minutes (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save minutes.
12. Print minutes.
13. Turn off transcribing equipment, remove dictation media, note that material has been transcribed and file dictation media.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE NEWS RELEASES FROM MACHINE TRANSCRIPTION.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal instructions
Computer
Appropriate software
Printer
Transcribing equipment
Media to be transcribed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing news releases
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following business document:

Three-page, double-spaced news release

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the computer projects.

The document will be input in news release format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
   d. Turn on transcribing equipment; insert dictation media; put on earphone(s); adjust foot pedal and adjust volume, tone and speed controls.
2. Review dictation to determine format, length of news release and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Keyboard the document. Save frequently if news release is lengthy.
5. Run spell check.
6. Proofread news release while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.

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7. Print news release.
8. Proofread and edit hard copy of news release using proofreader's symbols to indicate changes.
9. Input corrections to news release (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save document.
12. Print news release.
13. Turn off transcribing equipment, remove dictation media, note that material has been transcribed and file dictation media.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE AGENDAS FROM MACHINE TRANSCRIPTION.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal instructions
Computer
Appropriate software
Printer
Transcribing equipment
Media to be transcribed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing agendas
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following two business documents:

One-page agenda
Five-page agenda

PERFORMANCE CRITERIA

Two hours* will be given to complete the computer projects.

The two documents will be input in agenda format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
   d. Turn on transcribing equipment; insert dictation media; put on earphone(s); adjust foot pedal and adjust volume, tone and speed controls.
2. Review dictation to determine format, length of document and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Keyboard the documents. Save frequently if agenda is lengthy.
5. Run spell check.
6. Proofread each agenda while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.

7. Print each agenda.
8. Proofread and edit hard copy of each agenda using proofreader's symbols to indicate changes.
9. Input corrections to each agenda (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save documents.
12. Print each agenda.
13. Turn off transcribing equipment, remove dictation media, note that material has been transcribed and file dictation media.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE CORRESPONDENCE (LETTERS AND MEMOS) FROM MACHINE TRANSCRIPTION.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal instructions
Computer
Appropriate software
Printer
Transcribing equipment
Media to be transcribed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing letters and memos
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following business documents:

One-half-page memo
One-page letter (three paragraphs)
One and one-half-page letter with header on the second page

PERFORMANCE CRITERIA

One hour* will be given to complete the computer projects.

The documents will be input in memo or business letter format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
    d. Turn on transcribing equipment; insert dictation media; put on earphone(s); adjust foot pedal and adjust volume, tone and speed controls.
2. Review dictation to determine format, length of document and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Keyboard the documents. Save frequently if correspondence is lengthy.
5. Run spell check.

6. Proofread correspondence while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Print correspondence.
8. Proofread and edit hard copy of correspondence using proofreader's symbols to indicate changes.
9. Input corrections to correspondence (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save documents.
12. Print correspondence.
13. Turn off transcribing equipment, remove dictation media, note that material has been transcribed and file dictation media.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE REPORTS AND MANUSCRIPTS FROM MACHINE TRANSCRIPTION.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal instructions
- Computer
- Appropriate software
- Printer
- Transcribing equipment
- Media to be transcribed
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on preparing reports and manuscripts
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following two business documents:

- One-page report
- Fifteen-hundred-word report with side headings and page numbering

PERFORMANCE CRITERIA

Two hours* will be given to complete the computer projects.

The two documents will be input in business report format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
    d. Turn on transcribing equipment; insert dictation media; put on earphone(s); adjust foot pedal and adjust volume, tone and speed controls.
2. Review dictation to determine format, length of document and any special instructions for the report from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Keyboard the report. Save frequently if report is lengthy.
5. Run spell check.
6. Proofread report while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.

7. Print report.
8. Proofread and edit hard copy of report using proofreader's symbols to indicate changes.
9. Input corrections to report (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save report.
12. Print report.
13. Review draft copy and any special instructions for the manuscript from the originator.
14. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
15. Keyboard the manuscript. Save frequently if manuscript is lengthy.
16. Run spell check.
17. Proofread manuscript while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
18. Print manuscript.
19. Proofread and edit hard copy of manuscript using proofreader's symbols to indicate changes.
20. Input corrections to manuscript (use insert, delete, move, copy and search and replace commands).
21. Repeat steps 18 - 20 until all errors have been found and corrected.
22. Store/Save manuscript.
23. Print manuscript.
24. Turn off transcribing equipment, remove dictation media, note that material has been transcribed and file dictation media.
25. Remove diskette from disk drive. Label and file diskette (if applicable).
26. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

INPUT, UPDATE AND STORE DATA INTO RECORDS IN AN EXISTING DATABASE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Appropriate database containing ten records on disk
Printer
Legible copy to be keyed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing databases
Equipment/software manuals

WORK TO BE PERFORMED

Input, update and store the following in records in an existing database:

Add 30 names and mailing addresses (minimum of 5 fields per record using date, alphabetic and numeric entries).
Add, delete and update data in fields in records in an existing database.

PERFORMANCE CRITERIA

One hour* will be given to complete the computer projects.

The 30 records (with a minimum of 5 fields using date, alphabetic and numeric entries) must be input into a database that has been set up and be error free when printed for evaluation.

The original and revised databases will be printed using a prepared quick report format for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Retrieve/open database; insert and delete records and update records as needed.
4. Keyboard the data into appropriate fields or revise the data in the records. Save frequently if database is lengthy.

5. Run spell check, if appropriate.
6. Proofread database while still on monitor and input corrections; proofread for correctness of content, format, punctuation, capitalization, etc.
7. Print database.
8. Proofread and edit hard copy of database using proofreader's symbols to indicate changes.
9. Input corrections to database (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save document.
12. Print the original and revised databases using a prepared quick report format.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

OPEN STORED SPREADSHEET, INPUT AND UPDATE DATA INTO SPREADSHEET, STORE REVISED SPREADSHEET AND PRINT REVISED SPREADSHEET.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Disk with spreadsheet stored on it
Printed copy of spreadsheet with 20 legible additions and changes to be keyed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing spreadsheets
Equipment/software manuals

WORK TO BE PERFORMED

Open and update a stored spreadsheet by doing the following:

Open a one-page (21 rows x 7 columns) spreadsheet.
Add data to cells of spreadsheet from legible rough draft copy.
Update existing data in cells of spreadsheet from legible rough draft.
Store the revised spreadsheet.
Print the spreadsheet.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the computer projects.

The 20 changes will be input into a stored spreadsheet and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Retrieve spreadsheet from disk.
4. Keyboard the data into appropriate cells or revise the data in the spreadsheet. Save frequently if spreadsheet is lengthy.
5. Run spell check.

6. Proofread spreadsheet while still on monitor and input corrections; proofread for correctness of content, format, punctuation, capitalization, etc.
7. Print spreadsheet.
8. Proofread and edit hard copy of spreadsheet using proofreader's symbols to indicate changes.
9. Input corrections to spreadsheet (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save document.
12. Print spreadsheet.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

CREATE DATA DIRECTORY AND SUBDIRECTORIES/FOLDERS AND PLACE FILES IN SUBDIRECTORIES/FOLDERS. COPY, RENAME, MOVE AND DELETE FILES. COPY A DISK.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written directions
Computer
Appropriate software
Printer
Disk with 40 files on it
Blank disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on creating data directories and subdirectories/folders; saving files into subdirectories; copying, moving, renaming and deleting files; and copying a disk
Equipment/software manuals

WORK TO BE PERFORMED

Print a copy of each subdirectory/folder after the following functions have been performed:

Create two data directories.
Create three subdirectories/folders in data directory, and place appropriate files in each of these subdirectories/folders.
Copy files, move files from one subdirectory/folder to another, rename files and delete files.
Copy a disk.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the computer project.

The subdirectories/folders will be created and appropriate files moved into them with 100 percent accuracy. Four files will be copied, three files renamed, three files moved and four files deleted with 100 percent accuracy. The contents of each data directory and each subdirectory/folder will be error free when printed for evaluation.

The copied disk will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
4. Create new data directories and subdirectories/folders.
5. Move designated files into appropriate directories/folders.
6. Proofread for accuracy.
7. Print a list of the contents of each data directory and subdirectory/folder.
8. Proofread and edit hard copy of subdirectories using proofreader's symbols to indicate changes.
9. Make corrections to directory/folder names and contents of directory/folder.
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Copy, rename, move and delete designated files.
12. Print a list of the contents of each subdirectory/folder.
13. Copy the disk.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

MAKE BACKUP DISKS/FILES OF A DATA DIRECTORY OR SUBDIRECTORY/FOLDER AND DELETE DATA FROM BACKUP DISKS/FILES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Source disk with 40 files
Backup disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on making backup disks/files and deleting files from the backup
Equipment/software manuals

WORK TO BE PERFORMED

Make backup disks/files of a data directory or subdirectory/folder and delete data from backup disks/files.

Make a backup disk from a source disk.

Delete designated files from the backup disk.

PERFORMANCE CRITERIA

Fifteen minutes* will be given to complete the computer project.

The backup disk will be created and appropriate files deleted with 100 percent accuracy.

The contents of the source disk, the backup disk and the backup disk after files are deleted will be error free when printed and submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review any special instructions from originator.
3. Create backup disk from source disk.
4. Delete designated files from backup disk.

5. Proofread for accuracy.
6. Print a list of the contents of source disk, backup disk and backup disk after designated files are deleted.
7. Proofread and edit hard copy of printouts using proofreader's symbols to indicate changes.
8. Make corrections to disks if necessary.
9. Repeat steps 6 - 8 until all errors have been found and corrected.
10. Remove diskette from disk drive. Label and file diskette (if applicable).
11. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE MERGE DOCUMENTS (FORM LETTERS, MAILING LABELS AND ENVELOPES).

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Copy to be keyed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that contains USPS (United States Postal Service) regulations for mailing labels and addressing envelopes
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following using the merge features:

Six letters (one page—three paragraphs)
Six envelopes
Six mailing labels (two-column labels)

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the computer projects.

The letters, envelopes and labels will be input in correct format and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust envelopes/labels.
2. Review draft copy of mailing addresses and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, pagination, style sheet, etc.).
4. Keyboard the form letters and addresses. Save frequently.
5. Run spell check.
6. Proofread addresses while still on monitor and input corrections; proofread for correctness of content, format, punctuation and capitalization.

7. Print letters, envelopes and labels.
8. Proofread and edit hard copy of letters, envelopes and labels using proofreader's symbols to indicate changes.
9. Input corrections to letters and mailing addresses (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 8 and 9 until all errors have been found and corrected.
11. Store/Save documents.
12. Reprint letters, envelopes and/or mailing labels that had corrections.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE OUTLINES (USING OUTLINE FEATURE) FROM LEGIBLE LONGHAND OR EDITED ROUGH DRAFT.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Copy to be keyed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing outlines
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following outline using the outline feature:

Two-page outline with a minimum of four levels of headings

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the computer project.

The document will be input in outline format using the outline feature and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).
4. Keyboard the document. Save frequently if outline is lengthy.
5. Run spell check.
6. Proofread outline while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Print outline.
8. Proofread and edit hard copy of outline using proofreader's symbols to indicate changes.

9. Input corrections to outline (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save document.
12. Print outline.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

SCAN DOCUMENTS ONTO A FORMATTED STORAGE MEDIUM AND IMPORT INTO A WORD PROCESSING PROGRAM.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Documents to be scanned
- Scanner
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual containing information on scanning documents
- Equipment/software manuals

WORK TO BE PERFORMED

Scan the following documents into computer:

- Two-page report
- Two pages from a book

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the computer projects.

The two documents will be scanned into a word processing format, retrieved in the word processing program and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
   d. Turn on scanner.
2. Review documents to be scanned and any special instructions from originator.
3. Scan the items.
4. Save in a word processing format.
5. Retrieve/open scanned text in word processing program.
6. Run spell check.
7. Proofread documents while still on monitor and input corrections; proofread for correctness of content, format, punctuation, capitalization, etc.
8. Print documents.

9. Proofread and edit hard copy of documents using proofreader's symbols to indicate changes.
10. Input corrections to documents (use insert, delete, move, copy and search and replace commands).
11. Repeat steps 8 - 10 until all errors have been found and corrected.
12. Store/Save documents.
13. Print documents.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

LOCATE AND RETRIEVE INFORMATION FROM A VARIETY OF ELECTRONIC SOURCES.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer with CD-ROM drive
Terminal with access to electronic card catalog
Appropriate software
Printer
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on locating and retrieving information from a variety of electronic sources
Equipment/software manuals

WORK TO BE PERFORMED

Locate and retrieve information from the following electronic sources:

Electronic card catalog
CD-ROM
On-line
Cyberspace (Internet or wide area network)

PERFORMANCE CRITERIA

One hour* will be given to locate, retrieve and document (in writing) one item from each of the sources listed above.

The written documentation will be error free when submitted for evaluation.

**This does not allow for interruptions or delays.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review any special instructions from originator.
3. Locate the requested information in each of the sources.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. At the keyboard, compose draft of written documentation of located information.
6. Run spell check.
7. Edit and proofread the draft while it is still on monitor.
8. Repeat step 7 until all errors have been found and corrected.

9. Store/Save document.
10. Print document.
11. Remove diskette from disk drive. Label and file diskette (if applicable).
12. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PREPARE, PLACE AND SEND INFORMATION ON THE INTERNET.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer with Internet access
Appropriate software
Printer
Information to be placed and sent on Internet
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing, placing and sending information on the Internet
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, place and send information on the Internet:

Send information about a product or service.
Order a book.

PERFORMANCE CRITERIA

One hour* will be given to prepare, place and send information on the Internet and document (in writing) the steps followed to accomplish the task.

The written documentation will be error free when submitted for evaluation.

**This does not allow for interruptions or delays.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review any special instructions from originator.
3. Prepare the information to be placed and sent via Internet.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).
5. At the keyboard, compose draft of written documentation of information prepared and sent.
6. Run spell check.
7. Edit and proofread the draft while it is still on monitor.
8. Repeat step 7 until all errors have been found and corrected.
9. Store/Save document.

10. Print document.
11. Remove diskette from disk drive. Label and file diskette (if applicable).
12. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

KEY, PRINT AND STORE TRANSPARENCY MASTERS FOR PRESENTATION FROM LEGIBLE LONGHAND OR EDITED ROUGH DRAFT USING PRESENTATION SOFTWARE.

IL.97.BAI.LGL.143

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Legible copy to be keyed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes instructions on preparing visual aids
Equipment/software manuals

WORK TO BE PERFORMED

Prepare, print and store the following masters to be used in a presentation:

Six transparency masters
- A. Use bullets
- B. Use clip art
- C. Use appropriate font size
- D. Use graphic lines

PERFORMANCE CRITERIA

One hour* will be given to complete the computer projects.

The six visuals will be input in a presentation software package and be error free when printed for evaluation.

Each of the following will be used at least once: clip art, bullets, graphic lines and appropriate font size.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).

4. Keyboard the visuals. Save frequently.
5. Run spell check.
6. Proofread visuals while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
7. Print visuals.
8. Proofread and edit hard copy of visuals using proofreader's symbols to indicate changes.
9. Input corrections to visuals (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Store/Save visuals.
12. Print visuals.
13. Remove diskette from disk drive. Label and file diskette (if applicable).
14. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

PLAN AND CREATE DATABASE, INPUT AND UPDATE DATA INTO RECORDS, STORE DATABASE AND PRINT QUICK REPORTS FROM DATABASE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Legible copy to be keyed
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing databases
Equipment/software manuals

WORK TO BE PERFORMED

Perform the following functions related to a database:

Create and input a database with 15 names and mailing addresses (minimum of 7 fields using date, alphabetic and numeric fields).
Sort records in the database two ways.
Generate and print quick reports.

PERFORMANCE CRITERIA

One hour* will be given to complete the computer projects.

The database must be set up (minimum of seven fields using date, alphabetic and numeric fields).

The 15 records must be input into the database and be error free when printed.

The database will be sorted at least two ways (by fields) and reports generated.

The reports will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).

4. Create database. Determine number of fields and content of each field; insert, delete and update records as needed.
5. Keyboard the data into appropriate fields or revise the data in the records. Save frequently if database is lengthy.
6. Run spell check, if appropriate.
7. Proofread database while still on monitor and input corrections; proofread for correctness of content, format, punctuation, capitalization, etc.
8. Print database.
9. Proofread and edit hard copy of database using proofreader's symbols to indicate changes.
10. Input corrections to database (use insert, delete, move, copy and search and replace commands).
11. Repeat steps 8 - 10 until all errors have been found and corrected.
12. Sort database at least two ways (e.g. by ZIP Code and alphabetically by last name) and generate report.
13. Store/Save databases.
14. Print reports.
15. Remove diskette from disk drive. Label and file diskette (if applicable).
16. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

CREATE SPREADSHEET, INPUT DATA INTO SPREADSHEET, UPDATE DATA IN SPREADSHEET AND STORE SPREADSHEET.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Computer
- Appropriate software
- Printer
- Legible rough draft of spreadsheet to be created
- Disk containing stored spreadsheet
- Printed copy of stored spreadsheet with legible additions and changes to be keyed
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on preparing spreadsheets
- Equipment/software manuals

WORK TO BE PERFORMED

Prepare (create and input data) spreadsheet and open and edit stored spreadsheet; print and store the following two spreadsheets:

- One-page (10 rows x 4 columns) spreadsheet from legible rough draft
- One-page stored spreadsheet with inserting/deleting columns and rows, changing data alignment, totaling rows and columns

PERFORMANCE CRITERIA

One hour* will be given to complete the computer projects.

The two documents will be input into a spreadsheet and be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Retrieve spreadsheet.
4. Revise the data in the spreadsheet.
5. Set up format (margins, spacing, type style and size, page length, tabs, special features, header or footer, pagination, style sheet, etc.).

6. Create spreadsheet (determine number of rows and columns).
7. Keyboard the data into appropriate cells.
8. Run spell check.
9. Proofread spreadsheets while still on monitor and input corrections; proofread for correctness of content, format, punctuation, capitalization, formulas, etc.
10. Print spreadsheets.
11. Proofread and edit hard copy of spreadsheets using proofreader's symbols to indicate changes.
12. Input corrections to spreadsheets (use insert, delete, move, copy and search and replace commands).
13. Repeat steps 10 - 12 until all errors have been found and corrected.
14. Store/Save spreadsheets.
15. Print spreadsheets.
16. Remove diskette from disk drive. Label and file diskette (if applicable).
17. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

CREATE AND UPDATE DOCUMENTS USING DESKTOP PUBLISHING FEATURES OF A WORD PROCESSING PACKAGE OR DESKTOP PUBLISHING SOFTWARE PACKAGE.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software including clip art and a variety of fonts
Printer
Articles for the newsletter on a disk
Legible draft of flier
Draft of layout of newsletter
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes guidelines for desktop publishing
Equipment/software manuals

WORK TO BE PERFORMED

Create and update the following two publications:

One-page flier with graphics
Two-page, two-column newsletter containing six articles with one graphic between the columns (wrap the text around the graphic)

PERFORMANCE CRITERIA

One and one-half hours* will be given to complete the computer projects.

The text and graphics for the flier and newsletter will be placed into a word processing or desktop publishing computer program and be error free when printed for evaluation.

Graphics, text boxes, graphic lines, captions, layout, font choice, font size, use of drop caps, etc., must be appealing and appropriate.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Determine layout of publications.
4. Retrieve publications.

5. Keyboard the text and place graphics into publications. Save frequently.
6. Create publications.
7. Run spell check.
8. Proofread publications while still on monitor and input corrections; proofread for correctness of content, format, punctuation, capitalization, etc.
9. Print publications.
10. Proofread and edit hard copy of publications using proofreader's symbols to indicate changes.
11. Input corrections to publications (use insert, delete, move, copy and search and replace commands).
12. Review layout and design and change publications as needed to make them more appealing and eye-catching to the reader.
13. Repeat steps 9 - 12 until all errors have been found and corrected.
14. Store/Save publications.
15. Print publications.
16. Remove diskette from disk drive. Label and file diskette (if applicable).
17. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

ASSEMBLE SLIDE SHOW, SPEAKER NOTES AND HANDOUTS OF SLIDES USING PRESENTATION SOFTWARE.

IL.97.BAI.LGL.147

COMPUTER APPLICATIONS

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Nine slides for slide show
Legible draft of speaker notes
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes instructions on preparing visual aids
Equipment/software manuals

WORK TO BE PERFORMED

Prepare the following using presentation software and nine existing slides:

Slide show that is 2½ minutes long
Speaker notes
Handouts of slides

PERFORMANCE CRITERIA

Two hours* will be given to complete the computer projects.

The nine slides must be used to create a 2½-minute slide show using a presentation software package.

Speaker notes for the slide show and handouts of the slides must be prepared.

The slide show will be shown and speaker notes and handouts of the slides will be error free when printed and submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Put slide show together using the nine existing slides.
4. Set up format (margins, spacing, type style and size, page length, tabs, special features, headers or footers, pagination, style sheet, etc.).

5. Keyboard the document. Save frequently.
6. Run spell check.
7. Proofread speaker notes and handouts while still on monitor and input corrections; proofread for correctness of content, format, grammar, punctuation, capitalization and word divisions.
8. Print speaker notes and handouts of slides.
9. Proofread and edit hard copy of speaker notes and handouts using proofreader's symbols to indicate changes.
10. Input corrections to speaker notes and handouts (use insert, delete, move, copy and search and replace commands).
11. Repeat steps 8 - 10 until all errors have been found and corrected.
12. Store/Save document.
13. Print speaker notes and handouts of slides.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

OPEN/RETRIEVE STORED DATABASE; RENAME, INSERT, MOVE AND DELETE FIELDS; USE QUERIES AND GENERATE REPORT; CUSTOMIZE REPORT (ADD TITLE, GRAPHICS, FUNCTIONS).

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Database on disk
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing databases
Equipment/software manuals

WORK TO BE PERFORMED

Open/retrieve stored database and perform the following:

Open database with 30 names and mailing addresses (minimum of 7 fields using date, alphabetic and numeric fields).
Rename, insert, move and delete fields.
Use queries, conditions and/or statement function.
Design and use conditional queries based on database structure.
Customize report (add title, graphics, functions).
Print report.

PERFORMANCE CRITERIA

One and one-half hours* will be given to complete the computer projects.

The database will be manipulated according to instructions (see Work to Be Performed).

The report generated must be in the correct format and be error free when printed.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Open database and rename, insert, move and delete fields as directed.
4. Use queries to generate the report.

5. Run spell check, if appropriate.
6. Proofread database while still on monitor and input corrections; proofread for correctness of content, format, punctuation, capitalization, etc.
7. Print report.
8. Proofread and edit hard copy of report using proofreader's symbols to indicate changes.
9. Input corrections to report (use insert, delete, move, copy and search and replace commands).
10. Repeat steps 7 - 9 until all errors have been found and corrected.
11. Customize report as instructed (add title, graphics, functions).
12. Store/Save report.
13. Print report.
14. Remove diskette from disk drive. Label and file diskette (if applicable).
15. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

RETRIEVE SPREADSHEETS, COPY DATA FROM ONE SPREADSHEET TO ANOTHER, LINK SPREADSHEETS, EDIT DATA IN A LINKED SPREADSHEET, PRINT AND STORE SPREADSHEETS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

- Verbal and/or written instructions
- Two spreadsheets on a disk
- Computer
- Appropriate software
- Printer
- Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
- Office reference manual that includes information on preparing spreadsheets
- Equipment/software manuals

WORK TO BE PERFORMED

Copy data from one spreadsheet to another and print.

Link data between two spreadsheets.

Edit data in linked spreadsheet and print.

Prepare a document showing steps for copying data and for linking two spreadsheets.

PERFORMANCE CRITERIA

One hour* will be given to complete the computer projects.

The two spreadsheets must be retrieved, data copied, two spreadsheets linked and data edited in linked spreadsheet.

The spreadsheets will be error free when printed for evaluation.

Steps for copying data and for linking two spreadsheets will be error free when submitted for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review any special instructions from originator.
3. Copy data from one spreadsheet to another spreadsheet.

4. Print spreadsheet.
5. Link two spreadsheets.
6. Edit data in one of linked spreadsheets.
7. Print both spreadsheets.
8. Keyboard steps for copying data and for linking two spreadsheets.
9. Print steps for copying data and for linking two spreadsheets.
10. Proofread and edit hard copy of steps using proofreader's symbols to indicate changes.
11. Input corrections to document (use insert, delete, move, copy and search and replace commands).
12. Repeat steps 9 - 11 until all errors have been found and corrected.
13. Store/Save document.
14. Print document.
15. Remove diskette from disk drive. Label and file diskette (if applicable).
16. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

CREATE GRAPHS AND CHARTS FROM SPREADSHEETS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Spreadsheet file
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing charts and graphs
Equipment/software manuals

WORK TO BE PERFORMED

Create, print and store the following charts/graphs from a spreadsheet:

Pie chart (flat and 3D)
Bar graph (plain and stacked)
Line graph

PERFORMANCE CRITERIA

Forty-five minutes* will be given to complete the computer projects.

The data for the pie chart, bar graph and line graph will be on a file in a spreadsheet computer program.

The graphs and chart will be created from a spreadsheet and be error free when printed for evaluation.

The chart and graphs should be modified (change size, format, etc.) as appropriate.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
   a. Turn on microcomputer or
   b. Log on computer if using terminal/computer mainframe or minicomputer.
   c. Turn on printer, load and adjust paper.
2. Review any special instructions from originator.
3. Retrieve spreadsheet.
4. Determine type of chart and graphs to best illustrate the data.
5. Create appropriate chart/graph.

6. Modify the chart and graphs as needed (change size, format, fonts, etc.). Save frequently if data is lengthy.
7. Run spell check, if appropriate.
8. Proofread data while still on monitor and input corrections; proofread for correctness of content, format, punctuation, capitalization, etc.
9. Print chart and graphs.
10. Proofread and edit hard copy of chart and graphs using proofreader's symbols to indicate changes.
11. Input corrections to chart and graphs (use insert, delete, move, copy and search and replace commands).
12. Repeat steps 9 - 11 until all errors have been found and corrected.
13. Store/Save documents.
14. Print chart and graphs.
15. Remove diskette from disk drive. Label and file diskette (if applicable).
16. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

IMPORT GRAPHICS, SPREADSHEETS, TEXT AND DATA INTO WORD PROCESSING DOCUMENTS.

SKILL STANDARD

CONDITIONS OF PERFORMANCE

Given the following equipment and materials:

Verbal and/or written instructions
Computer
Appropriate software
Printer
Two-page report on disk
Files to be imported
Reference books such as a dictionary, word division manual, punctuation guide and capitalization guide
Office reference manual that includes information on preparing reports with graphics, spreadsheets, text and data
Equipment/software manuals

WORK TO BE PERFORMED

Retrieve report, import files, print and store the following business document:

Retrieve two-page report prepared in word processing software program.
Import graphics, spreadsheets, text and data into document.

PERFORMANCE CRITERIA

One-half hour* will be given to complete the computer project.

The document will be input in report format with appropriate files imported and will be error free when printed for evaluation.

**This does not allow for interruptions.*

PERFORMANCE ELEMENTS AND ASSESSMENT CRITERIA

1. Ready equipment.
    a. Turn on microcomputer or
    b. Log on computer if using terminal/computer mainframe or minicomputer.
    c. Turn on printer, load and adjust paper.
2. Review draft copy and any special instructions from originator.
3. Retrieve/open the two-page report.
4. Import appropriate files at designated locations. Save frequently.
5. Proofread for correctness of location of imported files.
6. Print document.
7. Proofread and edit hard copy of document using proofreader's symbols to indicate changes.

8. Input corrections to document (use insert, delete, move, copy and search and replace commands).
9. Repeat steps 6 - 8 until all errors have been found and corrected.
10. Store/Save document.
11. Print report.
12. Remove diskette from disk drive. Label and file diskette (if applicable).
13. Log off of computer (if applicable).

The steps of performance have been numbered to show an appropriate sequence of completing the work to be performed; however, a different sequence may be used to perform the work.

ASSESSMENT AND CREDENTIALING APPROACH

Performance Test - See the skill standard.

Written test on related academics and knowledge needed to complete skill standard.

Academic Skills	Skills (and related knowledge) contained in the subject areas and disciplines addressed in most national and state educational standards, including English, mathematics, science, etc.
Assessment	A process of measuring performance against a set of standards through examinations, practical tests, performance observations and/or the completion of work portfolios.
Content Standard	A specification of what someone should know or be able to do to successfully perform a work activity or demonstrate a skill.
Critical Work Functions	Distinct and economically meaningful sets of work activities critical to a work process or business unit which are performed to achieve a given work objective with work outputs that have definable performance criteria. A critical work function has three major components: • **Conditions of Performance:** The information, tools, equipment and other resources provided to a person for a work performance. • **Work to Be Performed:** A description of the work to be performed. • **Performance Criteria:** The criteria used to determine the required level of performance. These criteria could include product characteristics (e.g., accuracy levels, appearance), process or procedure requirements (e.g., safety, standard professional procedures) and time and resource requirements. The IOSSCC requires that these performance criteria be further specified by more detailed individual performance elements and assessment criteria.
Credentialing	The provision of a certificate or award to an individual indicating the attainment of a designated set of knowledge and skills and/or the demonstration of a set of critical work functions for an industry/ occupational area.
Illinois Occupational Skill Standards and Credentialing Council (IOSSCC)	Legislated body representing business and industry which establishes skill standards criteria, endorses final products approved by the industry subcouncil and standards development committee and assists in marketing and dissemination of occupational skill standards.
Industry	Type of economic activity, or product or service produced or provided in a physical location (employer establishment). They are usually defined in terms of the Standard Industrial Classification (SIC) system.

Industry Subcouncil	Representatives from business/industry and education responsible for identifying and prioritizing occupations for which occupational performance skill standards are adapted, adopted or developed. They establish standards development committees and submit developed skill standards to the IOSSCC for endorsement. They design marketing plans and promote endorsed skill standards across the industry.
Knowledge	Understanding the facts, principles, processes, methods and techniques related to a particular subject area, occupation or industry.
Occupation	A group or cluster of jobs, sharing a common set of work functions and tasks, work products/services and/or worker characteristics. Occupations are generally defined in terms of a national classification system including the Standard Occupational Classification (SOC), Occupational Employment Statistics (OES) and the Dictionary of Occupational Titles (DOT).
Occupational Cluster	Grouping of occupations from one or more industries that share common skill requirements.
Occupational Skill Standards	Specifications of content and performance standards for critical work functions or activities and the underlying academic, workplace and occupational knowledge and skills needed for an occupation or an industry/occupational area.
Occupational Skills	Technical skills (and related knowledge) required to perform the work functions and activities within an occupation.
Performance Standard	A specification of the criteria used to judge the successful performance of a work activity or the demonstration of a skill.
Product Developer	Individual contracted to work with the standard development committee, state liaison, industry subcouncil and IOSSCC for the adaptation, adoption or development of skill standards content.
Reliability	The degree of precision or error in an assessment system so repeated measurements yield consistent results.
Skill	A combination of perceptual, motor, manual, intellectual and social abilities used to perform a work activity.
Skill Standard	Statement that specifies the knowledge and competencies required to perform successfully in the workplace.

Standards Development Committee	Incumbent workers, supervisors and human resource persons within the industry who perform the skills for which standards are being developed. Secondary and postsecondary educators are also represented on the committee. They identify and verify occupational skill standards and assessment mechanisms and recommend products to the industry subcouncil for approval.
State Liaison	Individual responsible for communicating information among all parties (IOSSCC, subcouncil, standard development committee, product developer, project director, etc.) in skill standard development.
Third-Party Assessment	An assessment system in which an industry-designated organization (other than the training provider) administers and controls the assessment process to ensure objectivity and consistency. The training provider could be directly involved in the assessment process under the direction and control of a third-party organization.
Validity	The degree of correspondence between performance in the assessment system and job performance.
Workplace Skills	The generic skills essential to seeking, obtaining, keeping and advancing in any job. These skills are related to the performance of critical work functions across a wide variety of industries and occupations including problem solving, leadership, teamwork, etc.

APPENDIX B

ILLINOIS OCCUPATIONAL SKILL STANDARDS AND CREDENTIALING COUNCIL

Margaret Blackshere	AFL-CIO
Hollis Earnest	Manufacturing/Electronics
David Emerson	Downstate National Bank
Bernard Gregory	Passavant Hospital
Michael O'Neill	Chicago Building Trades Council
Janet Payne	United Samaritans Medical Center
Gerald Schmidt	Illinois Manufacturing Association Caterpillar
Jim Schultz	Illinois Retail Merchants Association Walgreen Company
Larry Vaughn	Illinois Chamber of Commerce

BUSINESS AND ADMINISTRATIVE/ INFORMATION SERVICES SUBCOUNCIL

Barbara Abrahamson	Field Service Director Illinois Federation of Teachers #801
Marcus W. Acheson IV	Executive Vice President and Department Head Bank of America of Illinois
Gail L. Bahar	Assistant Vice President, Human Resources Officer Seaway National Bank
Coleen Callahan	Human Resources Manager Mayer, Brown & Platt
Kenneth Cavanaugh	Vice President, Human Resources Memorial Health System
Dale T. Chapman	President Lewis and Clark Community College
John P. Coffey	Vice President, Personnel State Farm Insurance Companies
Frank Danes	Associate Superintendent for Management Support Oak Park/River Forest High School District #200
Mike English	PMA Financial Network, Inc.
Darlene Furst	Subcouncil Chair and President Furst Staffing Services
Ethel Holladay	Illinois Business Education Association DuQuoin High School
Karen Keasler	Illinois Community College Career Dean's Association Business Division Chairperson Southeastern Illinois College
Jeanette Lipe	President HR Solutions, Inc.
Wanda Liptow	Vice President, Manager of Human Relations AMCORE Bank N.A., Rockford
Angella Millender	Robert Morris College

Patrick O'Connor	Vice President Human Resources and Administrative Services Blue Cross and Blue Shield of Illinois
Dorothy Ragsdale	Director of Human Resources American Library Association
William Setterstrom	Senior Vice President, Human Resources The Northern Trust Company
Phoebe Stevenson	Director, Human Resources Celtic Life Insurance Company
Fred Weber	Director, Human Resources Coopers & Lybrand
Tony Zahn	Chicago Region Vice President Kelly Services
Gerry Gaedtke	Project Consultant and Subcouncil Liaison Northern Illinois University
Roger Uhe	State Liaison Illinois State Board of Education

LEGAL OFFICE STANDARDS DEVELOPMENT COMMITTEE

Mary T. Adams	Benton
Virginia Bayless	Sorling, Northrup, Hanna, Cullen & Cochran, Ltd.
Cheryl Burnhardt	John A. Logan College
Daniel G. Cronin	Paralegal/Research Associate Federal Public Defender
Brenda Erickson	John A. Logan College
Marilyn Hobenstreit, R.N.	Paralegal Specialist U.S. Attorney's Office
Julie Heller, BSN, RNC	Nurse - Paralegal
Elnor G. Hickman, CPS	Legal Assistance Foundation of Chicago
Ethel Holladay	Illinois Business Education Association DuQuoin High School
Dr. Paulette Morse	College of Technical Careers Southern Illinois University
Patricia Pursell	Crain, Cooksey, Veltman & Miller, Ltd.
Karla Rankin, CPS	Desoto
Deloris Shockley	Benton
Janice Shelton	Campbell, Black, Carnine and Hedin
Marilyn Satterwhite	Product Developer Office Systems Instructor Danville Area Community College
Gerry Gaedtka	Project Consultant and Subcouncil Liaison Northern Illinois University
Roger Uhe	State Liaison Illinois State Board of Education

APPENDIX E

I. Occupational Definition and Justification

A. Occupational Definition

The Business and Administrative/Information Services Subcouncil identified legal office occupations as a major occupational cluster. The legal office occupations include the following job titles and descriptions.

1. **Level 1: Legal Receptionist/Office Assistant**
   Composes letters and documents of a legal nature using personal computer, word processor or typewriter.

   Organizes and plans by prioritizing work, distributing materials, improving procedures and physical layout of office and developing liaisons with appropriate individuals and organizations. May inventory and maintain office equipment and supplies. May perform legal office activities including adding supplements to law library. May perform records management duties including maintaining filing systems and retrieving information from paper and electronic files, establishing and maintaining a file of addresses and telephone numbers and maintaining clipping files.

   May handle all aspects of mail including faxes, e-mail and packages. May perform other office duties including receptionist duties, getting documents notarized and maintaining a daily in/out log of employer/employee activities. May perform information processing activities. (Other possible job titles include Legal Office Support Personnel and Legal Correspondence Clerks.)

2. **Level 2: Legal Secretary**
   Prepares legal papers and correspondence of a legal nature such as summonses, complaints, motions and subpoenas. Must be familiar with legal terminology, procedures and documents, as well as legal research. May review law journals and other legal publications to identify court decisions pertinent to pending cases.

   Organizes and plans, maintains appointment calendar, plans meetings and conferences, makes travel arrangements, plans entertainment/receptions/dinners, makes transportation/lodging/entertainment arrangements for guests/clients/witnesses/visitors, delegates work to others (if applicable), improves procedures and physical layout of office and develops liaisons with appropriate individuals and organizations. May maintain equipment and supplies, as well as maintaining inventory of software, office equipment and furniture; purchasing software; and purchasing or leasing and supervising installation of office equipment.

   Performs legal office activities including serving as a Notary Public and locating and retrieving information in legal reference materials. Performs general dictation/transcription duties such as taking dictation and transcribing legal documents. May perform legal word processing duties. Assists in preparation of legal documents including retrieving and modifying motions, petitions, answers, contracts, orders, wills, deeds, interrogatories, subpoenas/summonses, affidavits, releases and briefs. May perform financial duties for the legal office. May perform records management duties.

   May handle all aspects of mail including faxes, e-mail and packages. May perform other office duties including receptionist duties, maintaining personnel records, maintaining daily in/out log of employer/employee activities, answering routine correspondence and taking minutes at meeting. May perform information processing activities. (Other possible job titles include Legal Professional Secretary, Lead Legal Secretary and Legal Secretary/Paralegal.)

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3. **Level 3: Paralegal**

   Assists lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional. May gather research data for use as evidence to formulate defense or initiate legal action.

   Performs organizing and planning functions including prioritizing work, making domestic and international travel arrangements, delegating work to others (if applicable), improving procedures and physical layout of office and developing liaisons with appropriate individuals and organizations. May perform equipment maintenance and supplies functions. Performs legal office activities including serving as a Notary Public, locating and retrieving information in legal reference materials and doing complex legal research. Drafts legal documents such as motions, memoranda in support of motions, complaints/petitions, answers, contracts, orders, wills, deeds, interrogatories, subpoenas/summonses, affidavits and releases. Researches and drafts legal documents such as briefs. May perform records management duties including retrieving information from paper and electronic files and maintaining confidential/restricted files.

   May handle mail including sending and receiving faxes, sending out goodwill messages, opening and processing incoming mail and arranging for courier service. May perform other office duties including receptionist duties and answering routine correspondence. May perform information processing activities. (Other possible job titles include Paralegal/Legal Assistant, Paralegal Specialist in various industries and Paralegal Independent Contractor.)

The performance areas identified for these occupations include:

- Organization and Planning
- Maintenance of Equipment and Supplies
- Legal Office Activities
- General Dictation/Transcription Duties
- Preparation of Legal Documents
- Drafting of Legal Documents
- Financial Functions
- Management of Records and Files
- Mail Handling
- Basic Office Operations
- Information Processing Activities
- Word Processing
- Machine Transcription
- Basic Data Processing
- Computer File Manipulation
- Document Processing
- Database and Spreadsheet Operations
- Computer Applications

Note: It is assumed that most prospective employees will meet the skill standards for the information processing and/or administrative support cluster before attempting to meet the skill standards for the legal office cluster. Therefore, the applicable skill standards for the other two clusters are included in this cluster as they appear in the other two clusters.

The Legal Office Occupations Standards Development Committee met three times from May 1996 through November 1996 and also used the mail and fax after each of these meetings for the development of the skill standards.

B. Employment and Earnings Opportunities

1. Employment Opportunities

The national/state job outlook is favorable for these occupations. Many employers still complain of a shortage of "first rate" legal secretaries. Well-qualified applicants will be in great demand. Demand for skilled persons should be strong.

Employment projections for Illinois and the nation indicate rapid growth for this occupational cluster. The growth rate in the employment of paralegal personnel is projected to be more than triple the average for all occupations in the state. With the additional job openings that arise due to the need to replace those workers who leave these occupations, job opportunities should be plentiful in all areas of the state.

The occupations in the occupational cluster do require "basic workplace skills and technical training."

2. Earnings Opportunities:	Middle Range Annual Earnings, 1996*
Legal Receptionist/Office Assistant Legal Correspondence Clerk	$17,640-21,360
Legal Secretary	$21,730-32,990
Paralegal	$22,110-34,280

**Middle Range is the middle 50%, i.e., one-fourth of persons earn below the bottom of the range and one-fourth of persons in the occupation earn above the top of the range.*

Source: 1996 Occupational Wage Survey, Illinois Department of Employment Security (IDES), Economic Information and Analysis Division; and Horizons Career Information System. Prepared for the Business and Administrative/Information Services Subcouncil by the Illinois Occupational Information Coordinating Committee (IOICC), December 1996.

C. Career Opportunities and Education and Training Requirements

The occupations possess technical, workplace and related academic skills. The identification of academic skills in relation to the skill standards will be identified utilizing the Illinois Learning Standards where possible.

The legal office cluster meets the following four major criteria established by the Illinois Occupational Skill Standards and Credentialing Council (IOSSCC).

1. **EDUCATION AND TRAINING REQUIREMENTS.** The broad-based occupation or occupational cluster requires basic workplace skills and technical training.
2. **EMPLOYMENT OPPORTUNITIES.** The occupation or occupational cluster is projected to provide a large number of jobs in Illinois. The occupation also provides either a moderate or high average wage and salary or provides career opportunities to advance to related occupations that provide moderate or high average wages and salaries.
3. **EARNINGS POTENTIAL.** The occupation or occupational cluster provides earnings to move a family of three into self-sufficiency as measured by 150% of the official poverty level.
4. **CAREER OPPORTUNITIES.** Further study and special consideration will be given to those occupations or occupational clusters that do not meet the minimum earnings criteria but provide entry into career pathways that have demonstrated rapid earnings progression.

In addition, having well-trained workers available for employment in this area should make Illinois more competitive in attracting new businesses and industry to the state.

II. Occupational Standards and Credentials

A. Occupational Standards. See Skill Standards.

B. Assessment and Credentialing System

Some existing assessment and licensure exams cover these occupations. There are also many written exams which cover the Administrative Support cluster, i.e. Certified Professional Secretary (CPS) and V-TECS (Vocational-Technical Education Consortium of States).

Legal secretaries may obtain certification from the National Association of Legal Secretaries. Two certifications are available from this national association. The Accredited Legal Secretary (ALS) is available for legal secretaries and is an apprenticeship certification for legal secretaries with one year of work experience in the legal secretarial field. The higher certification from the National Association of Legal Secretaries is the Certified Professional Legal Secretary (CPLS) and requires a minimum of three years of work experience as a legal secretary and consists of a two-day examination in the legal secretarial area.

Paralegals have certification available from the National Association for Paralegals.

These certifications are voluntary, but those legal secretaries and paralegals who have these certifications are more employable in this field.

The need for credentialing or certification will be reviewed with strong consideration being given to embedding the assessment in instruction provided at the training site.

III. Industry Support and Commitment

A. Industry Commitment for Development and Updating

The development of these performance skill standards is a result of the Subcouncil and Standards Development Committee efforts. The development effort utilized the following steps:

1. Identification of performance skills
2. Review of resources
3. Identification of Standards Development Committee
4. Validation and approval of performance skills by the Standards Development Committee
5. Development of draft performance skill standards
6. Review of skill standards by Standards Development Committee
7. Review and approval of the skill standards by subcouncil
8. Approval of the skill standards by the subcouncil

Lists of the Business and Administrative/Information Services Subcouncil and the Legal Office Standards Development Committee members may be seen in Appendixes C and D, respectively.

B. Industry Commitment for Marketing

The Business and Administrative/Information Services Subcouncil is committed to marketing and obtaining support and endorsement from the business community impacted by these skill standards.

The Subcouncil will encourage the availability of the occupational skill standards to the public including learners, parents, workers, educators at all levels, employers and industry organizations.

APPENDIX F

A. Developing an Employment Plan

1. Match interests to employment area.
2. Match aptitudes to employment area.
3. Identify short-term work goals.
4. Match attitudes to job area.
5. Match personality type to job area.
6. Match physical capabilities to job area.
7. Identify career information from counseling sources.
8. Demonstrate a drug-free status.

B. Seeking and Applying for Employment Opportunities

1. Locate employment opportunities.
2. Identify job requirements.
3. Locate resources for finding employment.
4. Prepare a resume.
5. Prepare for job interview.
6. Identify conditions for employment.
7. Evaluate job opportunities.
8. Identify steps in applying for a job.
9. Write job application letter.
10. Write interview follow-up letter.
11. Complete job application form.
12. Identify attire for job interview.

C. Accepting Employment

1. Apply for social security number.
2. Complete state and federal tax forms.
3. Accept or reject employment offer.
4. Complete employee's Withholding Allowance Certificate Form W-4.

D. Communicating on the Job

1. Communicate orally with others.
2. Use telephone etiquette.
3. Interpret the use of body language.
4. Prepare written communication.
5. Follow written directions.
6. Ask questions about tasks.

E. Interpreting the Economics of Work

1. Identify the role of business in the economic system.
2. Describe responsibilities of employee.
3. Describe responsibilities of employer or management.
4. Investigate opportunities and options for business ownership.
5. Assess entrepreneurship skills.

F. Maintaining Professionalism

1. Participate in employment orientation.
2. Assess business image, products and/or services.
3. Identify positive behavior.
4. Identify company dress and appearance standards.
5. Participate in meetings in a positive and constructive manner.
6. Identify work-related terminology.
7. Identify how to treat people with respect.

G. Adapting to and Coping with Change	1. Identify elements of job transition. 2. Formulate a transition plan. 3. Identify implementation procedures for a transition plan. 4. Evaluate the transition plan. 5. Exhibit ability to handle stress. 6. Recognize need to change or quit a job. 7. Write a letter of resignation.
H. Solving Problems and Critical Thinking	1. Identify the problem. 2. Clarify purposes and goals. 3. Identify solutions to a problem and their impact. 4. Employ reasoning skills. 5. Evaluate options. 6. Set priorities. 7. Select and implement a solution to a problem. 8. Evaluate results of implemented option. 9. Organize workloads. 10. Assess employer and employee responsibility in solving a problem.
I. Maintaining a Safe and Healthy Work Environment	1. Identify safety and health rules/procedures. 2. Demonstrate the knowledge of equipment in the workplace. 3. Identify conservation and environmental practices and policies. 4. Act during emergencies. 5. Maintain work area. 6. Identify hazardous substances in the workplace.
J. Demonstrating Work Ethics and Behavior	1. Identify established rules, regulations and policies. 2. Practice cost effectiveness. 3. Practice time management. 4. Assume responsibility for decisions and actions. 5. Exhibit pride. 6. Display initiative. 7. Display assertiveness. 8. Demonstrate a willingness to learn. 9. Identify the value of maintaining regular attendance. 10. Apply ethical reasoning.
K. Demonstrating Technological Literacy	1. Demonstrate basic keyboarding skills. 2. Demonstrate basic knowledge of computing. 3. Recognize impact of technological changes on tasks and people.
L. Maintaining Interpersonal Relationships	1. Value individual diversity. 2. Respond to praise or criticism. 3. Provide constructive praise or criticism. 4. Channel and control emotional reactions. 5. Resolve conflicts. 6. Display a positive attitude. 7. Identify and react to sexual intimidation/harassment.
M. Demonstrating Teamwork	1. Identify style of leadership used in teamwork. 2. Match team member skills and group activity. 3. Work with team members. 4. Complete a team task. 5. Evaluate outcomes.

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